

PE11-026

MAZDA

11-10-2011

APPENDIX 04

Category A

A, B, E PAGE 31

C, D PAGE 49

C PAGE 72

PE11-026

MAZDA

11-10-2011

APPENDIX 04

Category a



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624082466	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	circuit-poor contact/poor ground
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	no problem found
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	leak-fluid
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-vehicle towed in
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2008		

Report Details			
Source Claim Key	120648380	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	6
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Oct-2008
Version Series Code		Load Date	27-Oct-2008
Causal Part Prefix- Base - Suffix	- -	Dealer Code	41194
Causal Part Name	unknown	Dealer Name	AUTO WEST MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ROSEVILLE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Oct-2008		

Customer Comment C 209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT. STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T FIND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS WON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BRAKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS PD \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

Technician Comment	ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER 7AM 0012008 10 15CRPP233 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 REQ DESC RECURRENT BRAKE FLUID LEAK ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY INVOLVED IN REPAIR. TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN THIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAV 0022008 10 15CRPP233 E LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT CUST DOESN'T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE BRAKE LIGHT GOES ON, SHE DOESN'T WANT TO PUT HERSELF IN JEOPARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAVE GONE EXTRA MILE. EMAILED FILE NOTES TO DSM HI JIM,I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ # 41194. PLEA 0032008 10 15CRPP233 SE READ FILE NOTES BELOW. 0042008 10 20CRPP233 EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED I INSPECTED THIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALKING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTING, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, THE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF ANY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HAS ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFU 0052008 10 20CRPP233 SES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AND WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIND AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE. EMAIL FROM TECH REGION BRETT STIERLI TO DSM JIM,IS THIS APPOINTMENT ON IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENTO ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CANCELED.BRETT CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MA 0062008 10 20CRPP233 ZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNCERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FIXED WHAT IS THE NEXT STEP. TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE THEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED MASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKI 0072008 10 20CRPP233 NG INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI TO ALL, I INSPECTED THIS VEHICLE TODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT 10/20/08 PACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8. THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM. 0082008 10 20CRPP233 VISUALLY INSPECTED ALLBRAKE LINES,HOSES, ABS H/U, CALIPERS AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS FOUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MASTER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER.10/20/08 PACP267 REQUESTED THE DEALER TO REPLACE THE BOOSTER AND MASTER CYLINDER. 0092008 10 21CRPP233 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER 7AM
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38VX80	Engine Serial Number	CA 10229511
Model Year	2008	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	23-Jan-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	25-Apr-2008
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:48:45

P447 MCJP089

Rqst No. : 1206483 - 80 Source: 1 VIN.....: JM3TB38VX80 Goodwill.: N

Mdl/Yr.. : CX9 / 08 Mileage: Dlvry Dt: 04/25/08 Trnsm: A Srv Agrmt:

Last Nm. : First Nm: /TO.....:

Midl Nm. : Address1:

Adr2: City....: ACAMPO

State... : CA Zip: Day Ph. : - - Ext. :

Eve Ph. : - - Brand. : N DSA... : Y Assigned Rgn: PA R/A:

Resp Dir: Rslv Dir: 41194 AUTO WEST MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

C-209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT . STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T F IND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS W ON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BR AKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS P D \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

Region: MA Opened by: CRPP233 Opened Dt: 10/15/08 Closed Dt: 10/23/08

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:48:55

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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TOP

10/15/08	CRPP233	AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS. CUST REQUESTS BRAKE FLUID LEAK RESOLVED. THANK YOU ROBIN X1134 REQ DESC: RECURRENT BRAKE FLUID LEAK ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY INVOLVED IN REPAIR. TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN T MORE...
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SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:00

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/15/08 CRPP233 HIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAV
E LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT C
UST DOESN' T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE
BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE
BRAKE LIGHT GOES ON, SHE DOESN' T WANT TO PUT HERSELF IN JEOP
ARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO
WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAV
E GONE EXTRA MILE.

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:02

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ██████████ Closed date..: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/15/08	CRPP233	EMAILED FILE NOTES TO DSM: HI JIM, I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ # 41194. PLEA SE READ FILE NOTES BELOW.
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10/20/08	CRPP233	EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED: I INSPECTED T HIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALK ING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTI NG, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, T HE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF A
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:05

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/20/08	CRPP233	NY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HAS ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFUSES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AND WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIND AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE.
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:07

P447

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
 VIN.....: JM3TB38VX80 ██████████ Closed date..: 10/23/08
 Handled by.....: CRPP233 Date Modified: 10/23/08
 Notify QA.....: Y District.....: 07
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/20/08	CRPP233	EMAIL FROM TECH REGION BRETT STIERLI TO DSM: JIM, IS THIS APPOINTMENT ON? IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENTO ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CANCELED. BRETT CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MAZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNCERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FI
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:10

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ██████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/20/08 CRPP233 XED WHAT IS THE NEXT STEP.

TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE T HEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED MASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:13

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/20/08	CRPP233	ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI: TO ALL, I INSPECTED THIS VEHICLE T ODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT:10/20/08 P ACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8. THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM. VISUALLY INSPECTED ALLBRAKE LINES,HOSES, ABS H/U, CALIPERS
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:15

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
Handled by.....: CRPP233 Date Modified: 10/23/08
Notify QA.....: Y District.....: 07
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/20/08	CRPP233	AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS FOUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MASTER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER. 10/20/08 PACP267 REQUESTED THE DEALER TO REPLACE THE BOOSTER AND MASTER CYLINDER.
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:18

P447

MCJP089

Rqst No.....: 1206483 - 80 Name.....: ██████████
 VIN.....: JM3TB38VX80 ████████ Closed date.: 10/23/08
 Handled by.....: CRPP233 Date Modified: 10/23/08
 Notify QA.....: Y District.....: 07
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

10/21/08	CRPP233	INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10-20-08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10-21-08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10-21-08) OR TOMORROW MORNING AFTER 7AM
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BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624115424	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	administrative cost
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	131696640	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Sep-2010
Version Series Code		Load Date	03 -Oct-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34469
Causal Part Name	unknown	Dealer Name	BOMMARITO MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT PETERS
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6369282300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Oct-2010		

Customer Comment	CUSTOMER, BILL, STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO.636 373 1058
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Technician Comment
ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. SEPTEMBER 30, 2010WILLIAM MORRIS I1309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9.FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0012010 09 15CRPP926 REQ DESC SEEKING GOODWILL ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER 0022010 09 15CRPP926 THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLOW UP WITH EMAIL DETAILS. MORNING BILL,THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTION AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT 0032010 09 15CRPP926 DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID.CUSTOMER NOTESCUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO.ADVISED CUSTOMER WE NORMALLY D 0042010 09 15CRPP926 ONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIMES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU 0052010 09 15CRPP926 ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. 0062010 09 16CRPP926 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 AL,I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALER ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT TIME.BILL VANIWAARDEN DSM GULF REGION ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW, TO DISCUSS WITH DEALER. 0072010 09 28CRPP206 TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEARCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT CARDS AS GOODWILL. LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK. 0082010 09 28CRPP172 CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT TRANSFERRED CALL TO GLYNN WITH PERMISSION. 0092010 09 28CRPP206 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. 0102010 09 29CRPP206 RE OPEN TO ADD GOODWILL. SEPTEMBER 30, 2010WILLIAM MORRIS I1309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9.FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0112010 09 29CRPP206 D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF \$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZDA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THESE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN.THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME DIRECTLY AT (800) 222 5500 X 1143.SINCERELY,GLYNN NOLESREPRESENTATIVE, CUSTOMER ASSISTANCE CC 131696640

CQIS Recommendations

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB28A280	Engine Serial Number	CA 10254720
Model Year	2008	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	20-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	22-Oct-2008
Build Country Code		Transmission Serial Number	
Mileage	46000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:55:26

P447 MCJP089

Rqst No. : 1316966 - 40 Source: 1 VIN.....: JM3TB28A280 Goodwill.: N

Mdl/Yr.. : CX9 / 08 Mileage: 46000 Dlvry Dt: 10/22/08 Trnsm: A Srv Agrmt:

Last Nm. : First Nm: R/TO.....:

Midl Nm. : Address1:

Adr2: City....: WENTZVILLE

State...: MO Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: MW R/A:

Resp Dir: Rslv Dir: 34469 BOMMARITO MAZDA

E-mail: .com

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: 3 Rea: 5K Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER, BILL, STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. 636-373-1058

Region: MA Opened by: CRPP926 Opened Dt: 09/15/10 Closed Dt: 09/29/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:35

P447

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
 VIN.....: JM3TB28A280 ████████ Closed date..: 09/29/10
 Handled by.....: CRPP206 Date Modified: 09/29/10
 Notify QA.....: District.....: 08
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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TOP

09/15/10 CRPP926 REQ DESC: SEEKING GOODWILL
 ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED T
 MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:39

P447

MCJP089

Rqst No..... : 1316966 - 40 Name..... : ██████████
 VIN..... : JM3TB28A280 ████████ Closed date.. : 09/29/10
 Handled by..... : CRPP206 Date Modified: 09/29/10
 Notify QA..... : District..... : 08
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

09/15/10	CRPP926	<p>O DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLO W UP WITH EMAIL DETAILS. MORNING BILL, THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTIO</p>
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:41

P447

MCJP089

Rqst No..... : 1316966 - 40 Name..... : ██████████
 VIN..... : JM3TB28A280 ████████ Closed date.. : 09/29/10
 Handled by..... : CRPP206 Date Modified: 09/29/10
 Notify QA..... : District..... : 08
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

09/15/10	CRPP926	N AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID. CUSTOMER NOTESCUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND T OOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BR OKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYI NG \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE W
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:43

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
VIN.....: JM3TB28A280 ████████ Closed date..: 09/29/10
Handled by.....: CRPP206 Date Modified: 09/29/10
Notify QA.....: District.....: 08
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

09/15/10	CRPP926	ILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIMES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:45

P447

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
 VIN.....: JM3TB28A280 ██████████ Closed date..: 09/29/10
 Handled by.....: CRPP206 Date Modified: 09/29/10
 Notify QA.....: District.....: 08
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

09/15/10	CRPP926	DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVE N OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEA SED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECA USE HE ALL READY PAID.
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09/16/10	CRPP926	AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTAC
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:47

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
VIN.....: JM3TB28A280 ████████ Closed date.: 09/29/10
Handled by.....: CRPP206 Date Modified: 09/29/10
Notify QA.....: District.....: 08
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/16/10 CRPP926 T TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION.
THANKS. AL PEREZ 949 727 6512
AL, I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALER
ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT TIME.
BILL VANIWAARDEN 7 DSM GULF REGION 7
ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW
, TO DISCUSS WITH DEALER.

09/28/10 CRPP206 TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEA

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:50

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
VIN.....: JM3TB28A280 ████████ Closed date.: 09/29/10
Handled by.....: CRPP206 Date Modified: 09/29/10
Notify QA.....: District.....: 08
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

09/28/10	CRPP206	RCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT CARDS AS GOODWILL. LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK.
09/28/10	CRPP172	CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT TRANSFERRED CALL TO GLYNN WITH PERMISSION.
09/28/10	CRPP206	DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES.
09/29/10	CRPP206	RE-OPEN TO ADD GOODWILL. SEPTEMBER 30, 2010WILLIAM MORRIS I1309 EVENING STAR COURTWEN

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:52

P447

MCJP089

Rqst No.....: 1316966 - 40 Name.....: ██████████
 VIN.....: JM3TB28A280 ████████ Closed date..: 09/29/10
 Handled by.....: CRPP206 Date Modified: 09/29/10
 Notify QA.....: District.....: 08
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

09/29/10	CRPP206	TZVILLE, MO 63385-4572DEAR ████████:THANK YOU FOR YOUR CALL T O MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL O N YOUR 2008 MAZDA CX-9.FIRST, LET ME SAY IT IS NEVER OUR INT ENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH AN Y ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOG IZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICL E AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:54

P447

MCJP089

Rqst No..... : 1316966 - 40 Name..... : ██████████
 VIN..... : JM3TB28A280 ████████ Closed date.. : 09/29/10
 Handled by..... : CRPP206 Date Modified: 09/29/10
 Notify QA..... : District..... : 08
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

09/29/10	CRPP206	\$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZDA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THESE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN. THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME DIRECTLY AT (800) 222-5500 X 1143. SINCE RELY, GLYNN NOLES REPRESENTATIVE, CUSTOMER ASSISTANCE CC: 1316 96640
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BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

PE11-026

MAZDA

11-10-2011

APPENDIX 04

Category a, b, e



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624122363	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	administrative cost
Commodity	chassis-service brakes—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes—	Symptom	damage
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	leak-water leak/entry
Commodity	chassis-service brakes—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on grade
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-weather-cold
Commodity	chassis-service brakes—	Symptom	mod-weather-wet
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	no problem found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event	Property Damage;	Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	134068520	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Feb-2011
Version Series Code		Load Date	13 -Feb-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51600
Causal Part Name	unknown	Dealer Name	WESTCHESTER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELMSFORD
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	9143473377
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13 -Feb-2011		

Customer Comment	CUSOTMER STATES WIFE DRIVING DOWN HILL AND WHEN HIT BRAKES THEY DID NOT RESPOND AND ENDED UP HITTING A PILE OF SNOW CAUSING DAMAGE TO FRONT OF VEHICLE. CUSTOMER STATED WENT THROUGH INSURANCE AND FILED A CLAIM. CONTINUED IN NOTES....DEALER# 914 949 3690
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Technician Comment	<p>ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSURANCE COMPANY. 0012011 02 03CRPP104 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A0000 N0REQ DESC ACCIDENT WHEN BRAKES FAILED NOTES CONTINUED....TOOK VEHLCE TO DEALERSHIP AND UPON THEIR INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO 0022011 02 03CRPP104 APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (). CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOANER. NOTES CONTINUED....TOOK VEHLCE TO DEALERSHIP AND UPON THEIR INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (). CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD 0032011 02 03CRPP104 HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOANER. AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SPEAK WITH SERVICE MGR () RAFIEL IN ABOUT 20 MINUTES. AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SPEAK WITH SERVICE MGR () RAFIEL IN ABOUT 20 MINUTES. 0042011 02 03CRPP104 AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHLCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH INSURANCE REGARDING ACCIDENT AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHLCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH 0052011 02 03CRPP104 INSURANCE REGARDING ACCIDENT CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECOND TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DOWN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISION WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES . WEND DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE AN 0062011 02 03CRPP104 Y PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED COULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSIDE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLACED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MARK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICLE BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPER) 0072011 02 03CRPP104 CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECOND TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DOWN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISION WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES . WEND DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE ANY PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED C 0082011 02 03CRPP104 OULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSIDE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLACED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MARK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICLE BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPER) 0092011 02 08CRPP104 RECEIVED A MESSAGE FROM INSURANCE COMPANY (GARY 888 288 6084 EXT. 7405) REGARDING MAZDA REPAIRING VEHICLE FOR BRAKE FAILURE, REQUESTING A RETURN CALL. AGENT DID NOT RETURN CALL. 0102011 02 09CRPP289 CUSTOMER STATES WOULD LIKE INFORMATION FROM FILE AGENT. CALL TRANSFERRED WITH PERMISSION. 0112011 02 09CRPP104 UNETRIN SERVICE GROUP, INSURANCE COMPANY CALLED ABOUT REPAIR, AGENT ADVISED HIM HE WOULD HAVE TO GO THROUGH NORMAL CHANNELS REGARDING INSURANCE CLAIMS AND CONTACT MAZDA VIA MAIL (GAVE ADDRESS) ATTENTION MEDIATION. HE STATED THEY PAID FOR REPAIR. ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF TH 0122011 02 09CRPP104 E ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSURANCE COMPANY.</p>
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38VX80	Engine Serial Number	CA I0242462
Model Year	2008	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	09-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	

Mileage	26000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 17:07:22

P447 MCJP089

Rqst No. : 1340685 - 20 Source: F VIN.....: JM3TB38VX80 Goodwill.: N

Mdl/Yr.. : CX9 / 08 Mileage: 26000 Dlvry Dt: 07/18/08 Trnsm: A Srv Agrmt:

Last Nm. : First Nm: R/TO.....:

Midl Nm. : P Address1:

Adr2: City....: THORNWOOD

State...: NY Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: NE R/A: N

Resp Dir: Rslv Dir: 51600 WESTCHESTER MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 36 2) Typ: 3 Rea: 5E Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSOTMER STATES WIFE DRIVING DOWN HILL AND WHEN HIT BRAKES THEY DID NOT RESPON
D AND ENDED UP HITTING A PILE OF SNOW CAUSING DAMAGE TO FRONT OF VEHICLE. CUST
OMER STATED WENT THROUGH INSURANCE AND FILED A CLAIM. CONTINUED IN NOTES...DE
ALER#

Region: MA Opened by: CRPP104 Opened Dt: 02/03/11 Closed Dt: 02/09/11

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:29
MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
VIN.....: JM3TB38VX80 ██████████ Closed date..: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11
Notify QA.....: District.....: 03
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

TOP

02/03/11 CRPP104 AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. ██████████. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A0000 NO REQ DESC: ACCIDENT WHEN BRAKES FAILED
NOTES CONTINUED... TOOK VEHILCE TO DEALERSHIP AND UPON THEIR
MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:36

P447

MCJP089

Rqst No..... : 1340685 - 20 Name..... : ██████████
 VIN..... : JM3TB38VX80 ████████ Closed date.. : 02/09/11
 Handled by..... : CRPP104 Date Modified: 02/09/11
 Notify QA..... : District..... : 03
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (?). CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOA NER. AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SP EAK WITH SERVICE MGR (?) RAFIEL IN ABOUT 20 MINUTES.
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:38

MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date..: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11
Notify QA.....: District.....: 03
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SPEAK WITH SERVICE MGR (?) RAFIEL IN ABOUT 20 MINUTES. AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHICLE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH INSURANCE REGARDING ACCIDENT
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:40

P447

MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
 VIN.....: JM3TB38VX80 ██████████ Closed date..: 02/09/11
 Handled by.....: CRPP104 Date Modified: 02/09/11
 Notify QA.....: District.....: 03
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHILCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WA RRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THA T REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH INSURANCE REGARDING ACCIDENT CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECON D TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DO WN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISIO
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:42

P447

MCJP089

Rqst No..... : 1340685 - 20 Name..... : ██████████
 VIN..... : JM3TB38VX80 ██████████ Closed date.. : 02/09/11
 Handled by..... : CRPP104 Date Modified: 02/09/11
 Notify QA..... : District..... : 03
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	N WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN' T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES . W END DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN' T EXPERIENCE ANY PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED C OULDN' T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSI
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:44

P447

MCJP089

Rqst No..... : 1340685 - 20 Name..... : ██████████
 VIN..... : JM3TB38VX80 ████████ Closed date.. : 02/09/11
 Handled by..... : CRPP104 Date Modified: 02/09/11
 Notify QA..... : District..... : 03
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	DE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLAC ED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MA RK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICL E BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPE R) CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECON D TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DO
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:47

P447

MCJP089

Rqst No..... : 1340685 - 20 Name..... : ██████████
 VIN..... : JM3TB38VX80 ████████ Closed date.. : 02/09/11
 Handled by..... : CRPP104 Date Modified: 02/09/11
 Notify QA..... : District..... : 03
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

02/03/11	CRPP104	WN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISIO N WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TEC H TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES . W END DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE AN Y PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED C OULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:49

MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date..: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11
Notify QA.....: District.....: 03
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSIDE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLACED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MARK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICLE BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPER)

02/08/11 CRPP104 RECEIVED A MESSAGE FROM INSURANCE COMPANY (GARY 888-288-6084

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:51

P447

MCJP089

Rqst No..... : 1340685 - 20 Name..... : ██████████
 VIN..... : JM3TB38VX80 ████████ Closed date.. : 02/09/11
 Handled by..... : CRPP104 Date Modified: 02/09/11
 Notify QA..... : District..... : 03
 Rgn F-up Dt..... : Corp F-up Dt. :

Action Taken:

Date	By Whom	Text
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MORE...

02/08/11	CRPP104	EXT. 7405) REGARDING MAZDA REPAIRING VEHICLE FOR BRAKE FAILURE, REQUESTING A RETURN CALL. AGENT DID NOT RETURN CALL.
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02/09/11	CRPP289	CUSTOMER STATES WOULD LIKE INFORMATION FROM FILE AGENT. CALL TRANSFERRED WITH PERMISSION.
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02/09/11	CRPP104	UNETRIN SERVICE GROUP, INSURANCE COMPANY CALLED ABOUT REPAIR, AGENT ADVISED HIM HE WOULD HAVE TO GO THROUGH NORMAL CHANNELS REGARDING INSURANCE CLAIMS AND CONTACT MAZDA VIA MAIL (GAVE ADDRESS) ATTENTION MEDIATION. HE STATED THEY PAID FOR RE
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MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:54

P447

MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
 VIN.....: JM3TB38VX80 ████████ Closed date..: 02/09/11
 Handled by.....: CRPP104 Date Modified: 02/09/11
 Notify QA.....: District.....: 03
 Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

02/09/11 CRPP104 PAIR.

ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSUR

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 17:07:56

P447

MCJP089

Rqst No.....: 1340685 - 20 Name.....: ██████████
VIN.....: JM3TB38VX80 ████████ Closed date.: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11
Notify QA.....: District.....: 03
Rgn F-up Dt.....: Corp F-up Dt.:

Action Taken:

Date	By Whom	Text
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MORE...

02/09/11	CRPP104	ANCE COMPANY.
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BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

PE11-026

MAZDA

11-10-2011

APPENDIX 04

Category c, d

Open Date	06/05/2009
Sequence Number	00159

ECI Record Id	620400613
Source Code	MAZDA Hotline
Source Claim #	

Symptom Information			
Symptom Code 1	mod-driving condition-at idle	Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	BROWNING MAZDA
Customer/Contact Last Name		Dealer Code	41959
Customer/Contact City		Dealer City	CERRITOS
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 06/05/09 BRAKE PEDAL TO FLOOR(MASTER&BOOSTER) CUST STATES THE BRAKE PEDAL TRAVELS TO THE FLOOR WHEN STOPPING AND AT A STOP TECH STATES THE BRAKE FLUID RESERVOIR IS EMPTY BUT THERE ARE NO TRACES OF WHERE THE FLUID WENT PER TECHLINE REPLACE LEAKING MASTER CYLINDER & BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V880	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7316
Production Date	08-Apr-2008	Warranty Start Date	06-Jun-2008

Open Date	02/03/2010
Sequence Number	00337

ECI Record Id	620433762
Source Code	MAZDA Hotline
Source Claim #	[REDACTED]

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	leak-fluid	Symptom Code 4	mod-driving condition-on deceleration/ braking
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MODERN MAZDA
Customer/Contact Last Name		Dealer Code	50704
Customer/Contact City		Dealer City	THOMASTON
Customer/Contact State		Dealer State	CT
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 2/3/10 BRAKE FLUID-BOOSTER M/CYL C/STATES BK PEDAL GO'S TO THE FLOOR TECH HAS CALLED WITH A CONCERN THAT THE THE BRAKE PEDAL GO'S TO THE FLOOR WHEN STOPPING ALL THE BRAKE FLUID IS LEAKED INTO BOOSTER BOOSTER M/CYL		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	26210
Production Date	11-Jun-2008	Warranty Start Date	18-Aug-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620440814	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000663866
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	AAAMR
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	19 -Apr-2010

Customer Comment	
Technician Comment	LD 03/29/10 BRAKE PEDAL GOES TO THE FLOOR BRAKE MASTER IS LOW DUPED inspected and found leaking brake master cylinder, replaced master cylinder and brake power unit as advice per tech line to correct condition, retest and operation restored
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	

Vehicle Information	
VIN	JM3TB28C270
Model Year	2007
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK
Production Date	22-Mar-2007
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	31633
Vehicle Restraint Code	

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620456100	Source Code	MAZDA Hotline
Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-shuts off
Commodity	chassis-service brakes—	Symptom	function-stays on
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while turning
Commodity	chassis-service brakes-brake pedal—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-rotor/drum—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-while turning
Commodity	chassis-service brakes-rotor/drum—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000680624	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	15
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2010
Version Series Code		Load Date	26-Jul-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51598
Causal Part Name	unknown	Dealer Name	SCOTT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ALLENTOWN
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6107911221
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Aug-2010		

Customer Comment	
Technician Comment	RC 7/21/10 BRAKE PEDAL DROPPED,DSC LITE CSTM IS SALES AT THE DL,CSTM STS CONCERN HAS OCCURED ACOUPLE TIME FOR HIS WIFE,HE EXPERIENCED THE CONCERN LAST FRIDAY,WHILE BRAKING TO MAKE A LEFT TURN,THE BRAKE PEDAL DROPPED ABOUT 4 INCHES,VEH.WAS NOT SLOWING,CSTM PUMPED THE BRAKE PEDAL,THEN VEH.BRAKING WAS RESTORED.DSC LIGHT (CAR WITH SQUIGGLE LINES) CAME ON AT THAT TIME AND STAYED ON UNTIL THE ENG.WAS SHUT OFF A SHORT TIME AFTER THE CONCERN.WHEN RESTARTED THE LITE WAS OUTTECH.HAS NOT CHECKED FOR DTC,OR RUN A NETWORK TEST CASE #680624 NO OTHER CARS WITH THIS CONCERN. TOLD ME TO TRY BRAKE MASTER CYL. TECH REMOVED MASTER CYL. & FOUND REAR OF CYL. LEAKING INTO BOOSTER. TECH REPLACED MASTER CYL. & POWER FLUSHED BRAKE SYSTEM. NOW BRAKE PEDAL VERY LOW BLEED SYSTEM TWICE & STILL SOFT PEDAL. REMOVED MASTER CYL AGAIN & BENCH BLEED CYL AGAIN.INSTALLED M/CYL AGAIN & MANUAL BLEED BRAKE SYSTEM TO PURGE ANY AIR. OK, NOW.ROAD TESTED ABOUT 5 MILES AROUND AREA & HAD NO PROBLEM.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38V890	Engine Serial Number	CA 10269212
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	21-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	05-May-2009
Build Country Code		Transmission Serial Number	
Mileage	11369	Vehicle Axle Ratio	
Vehicle Restraint Code			

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ECI Record	620481260	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	no problem found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	engine power-stall
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-weather-cold
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no problem found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-weather-cold
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000707839	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	31-Jan-2011
Version Series Code		Load Date	06-Feb-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51600
Causal Part Name	unknown	Dealer Name	WESTCHESTER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELMSFORD
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9143473377
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Mar-2011		

Customer Comment	
Technician Comment	BS 01/31/11 STIFF BRAKE PEDAL INT(BOOSTER) CUST STATES 2X WHEN TRYING TO STOP THE BRAKE PEDAL WASSTIFF AND THE VEH WAS HARD TO STOP. TECH HASNT DUPLICATED THE CONCERN YET TECH STATES CURRENTLY IN THE AREA, ALL THE ROADS ARE ICY. THE VEH HAS BEEN DRIVEN OVER THE WEEKEND BY THE D302 OVER 200 MILES WITHOUT DUPLICATING THE CONCERN. FRONT AND REAR PADS LOOK NEW,BOOSTER IS GETTING VACUUM. TECH DID MENTION THE FLUID LEVEL IS AT THE MINIMUM LEVEL AND THERE ARE NO LEAKS PLES AE NOTE FOUND VEH BOOSTER FULL WITH BRAKE FLD.REPLACE BOOSTER WITH NEW MASTER CYC. BEFOR REPLACE BOOSTER DROVE CAR FOR 120 MILES—VEH WAS STOPPING NORMAL...COULD NOT DUPLICATED. AFTER REPLACEING BOOSTER CUSTOMER WAS OK WITH REPAIR THANKS US FOR THE SUPPORT. PLES AE CLOSE THIS CASE.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38VX80	Engine Serial Number	CA 10242462
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE

Production Date	09-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	26513	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620482195	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	fluid level-insufficient fluid
Commodity	hydroboost—		
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	function-malfunction/inoperative
Commodity	hydroboost—		
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	mod-indicator light/warning chime on
Commodity	hydroboost—		
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	pedal concerns-service brake pedal
Commodity	hydroboost—		
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000708878	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Feb-2011
Version Series Code		Load Date	13 -Feb-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42077
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	TRACY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TRACY
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2098207800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13 -Feb-2011		

Customer Comment	
Technician Comment	DR 02/08/11 BRAKE PEDAL WENT TO FLOOR,ABS/BRAKE LI BRAKE PEDAL GOES TO FLOOR,ABS LITE AND BRAKE LITE COME ON,FOUND BRAKE FLUID LOW, NO BOOSTER ACTION,NO EXTERNAL LEAKS DUPLICATED replaced brake master cyl and brake booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V590	Engine Serial Number	CA 10257575
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	02-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	17-Feb-2009
Build Country Code		Transmission Serial Number	
Mileage	47867	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620488148	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2011
Tread Category Description	service brakes

Report Details			
Source Claim Key	000715005	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	34
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Mar-2011
Version Series Code		Load Date	27-Mar-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34400
Causal Part Name	unknown	Dealer Name	GARLYN SHELTON MAZDA OF BRYAN
Non Causal Part Prefix-Base-Suffix		Dealer City	BRYAN
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9797767600
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Apr-2011		

Customer Comment	
Technician Comment	LD 03/25/11 BRAKE PEDAL HARD THEN GOES DOWN(PAGE4) CLAIMS THAT THE BRAKE PEDAL GETS HARD AND TEN WILL GO TH THE FLOOR ENQUIRING... FOUND MASTER CYLINDER LEAKING INTO BOOSTER CAUSING BOOSTER TO FAIL ALSO CAUSING LEAN CODE BANK 1 AND 2. REPLACED MASTER CYLINDER AND BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A380	Engine Serial Number	CA 10233781
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	20-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	03-Jul-2008
Build Country Code		Transmission Serial Number	
Mileage	65400	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620493392	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	weak/soft/sagged
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2011
Tread Category Description	service brakes

Report Details	
Source Claim Key	000720487
Corporate Product Systems Classification (CPS)	Warranty Component Classification (WCC)
Customer Condition Code	Time in Service
Source System Program Type	14
Version Series Code	V Function Group (VFG)
Causal Part Prefix- Base - Suffix	Repair/Report/Paid Date
Causal Part Name	09-May-2011
Non Causal Part Prefix-Base-Suffix	Load Date
Non Causal Part Numbers	15 -May-2011
Fault Code	Dealer Code
Diagnostic Trouble Code	61454
Labor Operation Code	Dealer Name
Communication Type	unknown
Maintenance Date	15 -May-2011
	Dealer City
	GROVEPORT
	Dealer State/Province
	OH
	Dealer Country
	USA
	Dealer Phone Number
	Attachment
	VOQ Component Description Code

Customer Comment	
Technician Comment	BS 05/09/11(CHAT)BRAKE PEDAL LOW(BOOSTER&MASTER) CUST STATES THE BRAKE BRAKE PEDAL IS LOW & SOFT TECH STATES HE NOTICED THE BRAKE FLUID LEVEL WAS LOW AND THERE IS A SLIGHT TRAIL OF WHERE FLUID HAS BEEN LEAKING AT THE BOOSTER replaced brake booster and master cylinder ,to repair brake fluid leak
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB3MA5A0	Engine Serial Number	CA 10311080
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	13-Nov-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	10624	Vehicle Axle Ratio	
Vehicle Restraint Code			

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ECI Record	620503046	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	incorrect size
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	circuit-shortcd
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-at idle
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-location-under hood
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	vibration/pulsation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000730272	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	30
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jul-2011
Version Series Code		Load Date	25-Jul-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42102
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PALM SPRINGS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CATHEDRAL CITY
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7603282102
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28 -Aug-2011		

Customer Comment	
Technician Comment	BS 07/20/11 BRAKE PEDAL NOISE,HISS(MSTR&BOOSTER) CUST STATES THERE IS A HISS NOISE HEARD WHILE BRAKING AND THE PEDAL REQUIRES EXTRA EFFORT TO GET IT TO STOP ** PREVIOUS DEALER CLOSING WAS TOO LONG...THE ACTUAL REPAIR WAS CUT-OFF. PLEASE CLOSE THE FILE WITH WHAT WAS DONE TO REPAIR THE VEH...THAT'S ALL TECH STATES HE HEARS A VAC LEAK FROM THE BOOSTER AREA AND THE ENG SHAKES BADLY FOUND MASTER CYLINDER HAD INTERNAL LEAK TO BRK BOOSTER CAUSING BRK BOOSTER TO FAIL. REPLACED MASTER CYLINDER AND BRK BOOSTER. BLEAD BRK SYSTEM AND TEST DROVE-PASS. FOUND NORMAL BRK SYSTEM OPERATION AT THIS TIME.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	

DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38V690 [REDACTED]	Engine Serial Number	CA 10257786
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	02-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	61269	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623022406	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes—	Symptom	weak/soft/sagged
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2009		

Report Details			
Source Claim Key	000099161	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	6
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Sep-2009
Version Series Code		Load Date	25 -Oct-2009
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51553
Causal Part Name	MASTER CYLINDER	Dealer Name	WELLESLEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WELLESLEY
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7812356000
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	02 -Nov-2009		

Customer Comment	
Technician Comment	TCS LIGHT ON BRAKES SPONGY BRAKE WARNING LIGHT ON BRAKE MASTER CYL LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYL 0022009-10-26MANP375 Thank you for your PQI on brake fluid leakage into brake booster. Yasu Yata@NER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38VX90	Engine Serial Number	CA 10269557
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	7988	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623024221	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	loose
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000100868	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	30
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Mar-2010
Version Series Code	AAAAR	Load Date	05-Apr-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	34491
Causal Part Name	MASTER CYLINDER	Dealer Name	MAZDA SOUTH
Non Causal Part Prefix-Base-Suffix		Dealer City	AUSTIN
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	05-Apr-2010		

Customer Comment	
Technician Comment	MASTER BRAKE CYLINDER LEAKING HEAVILY CUSTOMER COMPLAINT OF BRAKE PEDAL SINKING—DELAYED STOPPING OF VEHICLE. PEDAL MOVEMENT EXCESSIVE MASTER BRAKE CYLINDER LEAKAGE INSIDE SHAFT SEAL LEAKING OUT INTO POWER BOOSTER. RR M BRAKE CYLINDER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28Y170	Engine Serial Number	CY 215693
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 3 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	20-Mar-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	10-Oct-2007
Build Country Code		Transmission Serial Number	
Mileage	51562	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623025684	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	pressure-low
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000102341	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	15
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jul-2010
Version Series Code		Load Date	03 -Oct-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51598
Causal Part Name	MASTER CYLINDER	Dealer Name	SCOTT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ALLENTOWN
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6107911221
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Oct-2010		

Customer Comment	
Technician Comment	<p>BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO PRESSURE, THEY SAID THEY HAD TO PUMP BRAKES IN ORDER TO GET PRESSURE AND TO STOP CAR. WE DID NOT VERIFY AN ISSUE. CALLED TECHLINE LINE CASE 680624 NO OTHER CARS KNOWN FOR THIS ISSUE. RECOMMENDED WE REPLACE MASTER CYLINDER. UPON REPLACEMENT WE FOUND REAR OF CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BLEED SYSTEM.</p>
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V890	Engine Serial Number	CA 10269212
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	21-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-May-2009
Build Country Code		Transmission Serial Number	
Mileage	11369	Vehicle Axle Ratio	
Vehicle Restraint Code			

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PE11-026

MAZDA

11-10-2011

APPENDIX 04

Category c



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620331669	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2008
Tread Category Description	service brakes

Report Details	
Source Claim Key	000546487
Corporate Product Systems Classification (CPS)	Warranty Component Classification (WCC)
Customer Condition Code	Time in Service
Source System Program Type	V Function Group (VFG)
Version Series Code	Repair/Report/Paid Date
Causal Part Prefix- Base - Suffix	Load Date
Causal Part Name	Dealer Code
Non Causal Part Prefix-Base-Suffix	Dealer Name
Non Causal Part Numbers	Dealer City
Fault Code	Dealer State/Province
Diagnostic Trouble Code	Dealer Country
Labor Operation Code	Dealer Phone Number
Communication Type	Attachment
Maintenance Date	VOQ Component Description Code
	20 -Jan-2008

Customer Comment	
Technician Comment	BS 01/14/08 BRAKE FLUID LEAK(MASTER CYL) TECH STATES THE VEH HAS COME IN 2X NOW WITH THE FLUID LEVEL LIGHT ON. TECH STATES THE LEVEL IS LOW BUT THERE IS NO APPARENT LEAK TECH STATES THE LAST TIME THE VEH WAS IN AT 5200 MILES,HE FILLED THE RESERVOIR AND RELEASED THE VEH.THIS TIME IN,HE STILL DOESNT SEE A LEAK REMOVED MASTER CYLINDER AND FOUND FLUID LEAKING OUT THE BACK.REPLACED MASTER CYLINDER.
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	Unknown
DOT Left Front	Wheel
DOT Left Rear	DOT Right Front
DOT Left Inner	DOT Right Rear
DOT Spare	DOT Right Inner

Vehicle Information	
VIN	JM3TB38Y270 [REDACTED]
Model Year	Engine Serial Number
Transmission	Engine Description
Body Cab Style	Vehicle Description
Production Date	Drive Line
Plant Description	Retail Sale Indicator Code
Build Region	Reaquired Vehicle
Build Country Code	Warranty Start Date
Mileage	Transmission Serial Number
Vehicle Restraint Code	Vehicle Axle Ratio
	12356
	29-Mar-2007

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Open Date	10/08/2008
Sequence Number	00057

ECI Record Id	620367697
Source Code	MAZDA Hotline
Source Claim #	000584405

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	mod-location-interior
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	AUTO WEST MAZDA
Customer/Contact Last Name		Dealer Code	41194
Customer/Contact City		Dealer City	ROSEVILLE
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 10/8/08 BRAKE LIGHT COMES ON(LEAKY MASTER CYL) TECH STS BRAKE LIGHT COMES ON IN DASH TECH STS CUSTOMER SAID THE BRAKE LIGHT IN DASH CAME ON AND THEY HAVE HAD TO ADD FLUID, HAVE NOT BEEN ABLE TO FIND ANY LEAKS. no leak found / went over with jim hancock - he also inspected - road tested and did not level stay the same - customer took vehicle and reservoir cap was tape off and sealed to monitor		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38VX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	8735
Production Date	23-Jan-2008	Warranty Start Date	25-Apr-2008

Open Date	10/30/2008	
Sequence Number	00067	
ECI Record Id	620370293	
Source Code	MAZDA Hotline	Source Claim # 000587675

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	repair-prior repair mentioned
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	KOEPPEL MAZDA
Customer/Contact Last Name		Dealer Code	51582
Customer/Contact City		Dealer City	WOODSIDE
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 10/30/08 BRAKE FLUID LEAK(MASTER & BOOSTER) TECH STATES LAST WEEK THE VEH CAME IN WITH LOW BRAKE FLUID. LEVEL WAS TOPPED UP AND THE VEH RETURNED TODAY WITH THE SAME CONCERN TECH STATES THERE ARE NO LEAKS AT ANY OF THE WHEELS OR VISIBLE LEAKAGE AT THE ABS C/M replaced booster repaired		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	2123
Production Date	13-Jun-2008	Warranty Start Date	26-Aug-2008

Open Date	11/26/2008	
Sequence Number	00075	
ECI Record Id	620373822	
Source Code	MAZDA Hotline	Source Claim # 000591312

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-stays on
Symptom Code 3	no keyword found	Symptom Code 4	repair-prior repair mentioned
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	BILL JACOBS MAZDA
Customer/Contact Last Name		Dealer Code	60181
Customer/Contact City		Dealer City	JOLIET
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 11/26/08 BRAKE FLUID DISAPAIRING-M/CYL C/STATES THAT BRAKE TCS AND BRAKE STAY ON TECH HAS CALLED FOR INFO ON A CAR THAT HAS BEEN IN ONCE BEFORE THAT TOPPED OOF BRAKE FLUID AND SENT OUT CAR IS NOW BACK SAME CONCERN REPLACED MASTER CYLINDER AND POWER ASSIST - LEAKING INTERNALLY		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7164
Production Date	14-Mar-2008	Warranty Start Date	16-May-2008

Open Date	12/19/2008		
Sequence Number	00080		
ECI Record Id	620376798		
Source Code	MAZDA Hotline	Source Claim #	000594424

Symptom Information			
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2	function-stays on
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	ED NAPLETON MAZDA
Customer/Contact Name Last		Dealer Code	23841
Customer/Contact City		Dealer City	JUPITER
Customer/Contact State		Dealer State	FL
Comment Type	03	Attachments	
Customer Comments			
Technician Comments	JC 12/19/08 BRAKE LIGHT ON AFTER BOOSTER TECH SAID THAT HE REPLACE THE BRAKE MASTER AND BOOSTERFOR FLUID LEAKING. AFTER REPLACING THE BRAKE LIGHT WERE ON ALL THE TIME. .		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	4695
Production Date	27-Jun-2008	Warranty Start Date	22-Sep-2008

Open Date	12/30/2008
Sequence Number	00086

ECI Record Id	620377633
Source Code	MAZDA Hotline
Source Claim #	000595292

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	air in system	Symptom Code 6	function-malfunction/inoperative
Symptom Code 7	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	THELEN MAZDA
Customer/Contact Last Name		Dealer Code	60324
Customer/Contact City		Dealer City	BAY CITY
Customer/Contact State		Dealer State	MI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	HAL 12/30/08 BRK/TCS LTS ON,FLUID LOW(M/C,BOOSTER) TECH STS THE BRAKE,TCS ND ABS LTS ARE ON...THE BRAKE FLUID RESERVOIR IS LOW...C/S THE LIGHTS CAME ON YESTERDAY PADS LOOK OK...COULD NOT FIND A LEAK...FILLED THE RESERVOIR AND BLED THE SYSTEM...LIGHTS ALL WENT OUT...BRAKE PEDAL STILL FEELS FUNNY... INSTALLED NEW MASTER CYLINDER. AND BOOSTER DUE TO BRAKE FLUID LEAKING INTO booster from master		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38AX80	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	2530
Production Date	09-Apr-2008	Warranty Start Date	31-Jul-2008

Open Date	02/03/2009	
Sequence Number	00103	
ECI Record Id	620382057	
Source Code	MAZDA Hotline	Source Claim # 000600484

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	air in system
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	function-steering/brake ineffective
Symptom Code 5	leak-fluid	Symptom Code 6	mod-weather-cold
Symptom Code 7	no problem found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	SUBURBAN MAZDA OF TROY
Customer/Contact Last Name		Dealer Code	61521
Customer/Contact City		Dealer City	TROY
Customer/Contact State		Dealer State	MI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 2/3/09 TCS BRAKE LITE ,NO BRAKE FLUID DL STS THE BRAKE RESERVOIR WAS EMPTY , BUT THE BRAKES OPERATED NORMALLY ,CSTM DROVE VEH.IN,TECH.ALSO DROVE 100 FEET WITH NO PROBLEM STOPPING OR PEDAL FEEL TECH .DROVE INTO THE SHOP A 100 FEET OR SO DID NOT FEEL ANYTHING NORMAL WITH THE BRAKES.DL ADD FLUID ABOUT 10 OZ.TO THE RES., DL STS THE BRAKE LITE WAS ON NOT SURE IF TCS LITE WAS ON,ONCE THE RES.WAS FILLED THE BRAKE LITE WENT OUT TCS LITE IS ALSO OUT.DID NOT CK FOR DTC .DL STS HAS SEEN SAME CONCERN WITH TRIBUTE WITH REMAN.BRAKE MASTER. THEY WILL LEAK INTO THE BOOSTER WHEN COLD WEATHER FOUND BRAKE FLUID DRAINED INTO BRAKE BOOSTER OUT OF REAR SEAL OF MASTER, BOOSTER LOOKS FINE INSIDE NO SWELLING OR RUBBER ISSUES CLEANED AND INSTALLED NEW MASTER CYL. BLEED AIR FROM SYSTEM AND TEST DROVE, NO MORE ISSUES PRESSANT.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12232
Production Date	03-Jun-2008	Warranty Start Date	25-Aug-2008

Open Date	02/04/2009	
Sequence Number	00104	
ECI Record Id	620382318	
Source Code	MAZDA Hotline	Source Claim # 000600762

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	no problem found	Symptom Code 6	pedal concerns-service brake pedal
Symptom Code 7	mod-pre delivery		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	COMMUNITY MAZDA
Customer/Contact Last Name		Dealer Code	61539
Customer/Contact City		Dealer City	OAK FOREST
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 2/4/09 TCS/BRAKE LIGHT C1327,FLUID LOW CSTM STS WARNING LITES ON SEE NEW FILE 607885 DL STS BRAKES FEEL NORMAL,THE FLUID/RES.IS DWN TO THE MIN.MARK INSPECTED FOR LEAKS NONE FOUND BRAKE FLUID WAS LOW IN CYLINDER. ALL INDICATIONS WERE THAT FLUID HAD PROPERY ADJUSTED AT TIME OF PDI, NO LEAKS WERE NOTED. MASTER WAS REMOVED AND INSPECTED FOR POSSIBLE FLUID LEAKAGE INTO BOOSTER, TEC ASSIST STATED A COUPLE VEHICLES HAD BEEN FOUND TO HAVE LEAKY MASTERS. NO LEAKS NOTED. ADJUSTED LEVEL AND TESTDROVE. OK AT THIS TIME		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	2325
Production Date	17-Jun-2008	Warranty Start Date	04-Oct-2008

Open Date	02/17/2009	
Sequence Number	00106	
ECI Record Id	620384231	
Source Code	MAZDA Hotline	Source Claim # 000602701

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	AUTO TOWN MAZDA
Customer/Contact Name Last		Dealer Code	42108
Customer/Contact City		Dealer City	GLADSTONE
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RH 02/17/09 BRAKE FLUID RESERVOIR LOW(MASTER/BOOST CS; BRAKE FLUID RESERVOIR LOW. NO VISUAL SIGNS OF EXTERNAL LEAKS. NONE. Found that the master cylinder was leaking into the brake booster. Replaced the master cylinder and brake booster and no more problems.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13785
Production Date	27-Feb-2008	Warranty Start Date	18-Apr-2008

Open Date	02/23/2009	
Sequence Number	00107	
ECI Record Id	620384950	
Source Code	MAZDA Hotline	Source Claim # 000603430

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	mod-codes found
Symptom Code 5	leak-failed gasket/seal/weatherstrip		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name TASCA MAZDA
Customer/Contact Name	Last		Dealer Code 51599
Customer/Contact City			Dealer City SEEKONK
Customer/Contact State			Dealer State MA
Comment Type	05		Attachments
Customer Comments			
Technician Comments	BS 02/23/09 BRAKES LOSING FLUID(MASTER) CUST STATES THE TCS & BRAKE LIGHT WERE COMING ON. TECH STATES THE CODE C1327 WAS SET DUE TO LOW BRAKE FLUID. TECH STATES WHEN THE FLUID LEVEL WAS TOPPED UP,THE LIGHT WENT OUT. THERE ISA FLUID LOSS SOMEWHERE BUT NO LEAK IS DETECTED replaced power brake booster and master cylinder due to master cylinder seal leak		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7635
Production Date	13-May-2008	Warranty Start Date	25-Sep-2008

Open Date	02/26/2009	
Sequence Number	00111	
ECI Record Id	620385476	
Source Code	MAZDA Hotline	Source Claim # 000603978

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name JOE MYERS MAZDA
Customer/Contact Name	Last		Dealer Code 34432
Customer/Contact City			Dealer City HOUSTON
Customer/Contact State			Dealer State TX
Comment Type	03		Attachments
C u s t o m e r Comments			
T e c h n i c i a n Comments	RM 02/26/09 BRAKE FLUID LOW (MASTER CYL) TECH STATES BRAKE FLUID IS LOW TECH STATES CAN NOT FIND A SOURCE OF A LEAK. CALIPERS AND BRAKE MASTER ARE DRY. THE FLUID BAST THE FLOAT.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A980	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	8664
Production Date	21-Mar-2008	Warranty Start Date	01-Sep-2008

Open Date	03/06/2009	
Sequence Number	00116	
ECI Record Id	620386637	
Source Code	MAZDA Hotline	Source Claim # 000605197

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	LOU BACHRODT MAZDA
Customer/Contact Last Name		Dealer Code	23885
Customer/Contact City		Dealer City	COCONUT CREEK
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	JC 3/6/09 ABS TCS LIGHT ON*MASTER CYLINDER THE BRAKE FLUID IS LOW IN THE MASTER 1X IN INSPECTED THE CAR AND FOUND NO LEAKS-TOPPED OFF THE MASTER. THAT WAS 01 31 09. THE MASTER IS LOW AGAING TODAY.NO EXTERNAL LEAKS FOUND. master cylinder leaking fluid into booster replaced master and cleaned fluid from booster as needed		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	5167
Production Date	24-Jun-2008	Warranty Start Date	13-Nov-2008

Open Date	03/17/2009	
Sequence Number	00119	
ECI Record Id	620388304	
Source Code	MAZDA Hotline	Source Claim # 000606937

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	JOHN HINE TEMECULA MAZDA
Customer/Contact Name Last		Dealer Code	42112
Customer/Contact City		Dealer City	TEMECULA
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 03/17/09 BRAKE FLUID LEVEL LOW(MASTER&BOOSTER) TECH STATES THE BRAKE LIGHT IS ON AND THE CODE IS SET TECH STATES HE DOESNT SEE ANY FLUID LEAKING AT THE WHEELS OR LINES REPLACED MASTER CYLINDER AND BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	2993
Production Date	17-Jun-2008	Warranty Start Date	11-Dec-2008

Open Date	03/24/2009	
Sequence Number	00123	
ECI Record Id	620389177	
Source Code	MAZDA Hotline	Source Claim # 000607885

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	no keyword found
Symptom Code 5	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Symptom Code 7	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	COMMUNITY MAZDA
Customer/Contact Last Name		Dealer Code	61539
Customer/Contact City		Dealer City	OAK FOREST
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 03/24/09 TCS/BRAKE LIGHT C1327,FLUID LOW SAME SEE FILE 600762 DEALER ADDED FLUID ON THE LAST VISIT, THERE ARE NO EXTERNAL FLUID LEAKS AT ALL vehicle was brought to shop losing brake fluid with no visible leaks being noted. tech contacted tech assist. and was suggesed to remove brake master and look for a leak into booster. found leak. tech replaced booster and testdrove. no further leakage is noted.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	3061
Production Date	17-Jun-2008	Warranty Start Date	04-Oct-2008

Open Date	03/25/2009
Sequence Number	00124

ECI Record Id	620389455
Source Code	MAZDA Hotline
Source Claim #	000608189

Symptom Information	
Symptom Code 1	leak-fluid
Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative
Symptom Code 4	misaligned/out of position/adjustment/poor fit
Symptom Code 5	no keyword found
Original Symptom 1	
Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE

Report Details	
Customer/Contact First Name	
Dealer Name	JOHN HINE MAZDA
Customer/Contact Last Name	
Dealer Code	40202
Customer/Contact City	
Dealer City	SAN DIEGO
Customer/Contact State	
Dealer State	CA
Comment Type	05
Attachments	
Customer Comments	
Technician Comments	LH 03/25/09 BRAKE LIGHT ON, M/C LEAK BRAKE LIGHT ON, BRAKE FLUID LOW IN RESERVIOR DEALER PIM CONFERENCE CALLS WAS ADVISE TO INSPECT FOR MASTER CYLINDER LEAK INTO BRAKE BOOSTER AND IF LEAKING TO REPLACE MASTER CYLINDER AND BRAKE BOOSTER. CALL HL FOR REF waiting on parts/needs master cylinder and brake booster
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB28V780 [REDACTED]
Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	5335
Production Date	22-May-2008
Warranty Start Date	19-Sep-2008

Open Date	04/13/2009	
Sequence Number	00128	
ECI Record Id	620391888	
Source Code	MAZDA Hotline	Source Claim # 000610798

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	CHAPMAN MAZDA
Customer/Contact Name Last		Dealer Code	42103
Customer/Contact City		Dealer City	PHOENIX
Customer/Contact State		Dealer State	AZ
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 04/13/09 ABS/TSC LIGHT ON C1327(BRAKE MASTER) ABS/TSC LIGHT ON NO EXTERANL LEAKS FOUND HAS DATE STAMP 9U13 brake master leaking into booster-replace master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13533
Production Date	26-Jun-2008	Warranty Start Date	23-Jul-2008

Open Date	04/22/2009	
Sequence Number	00133	
ECI Record Id	620393530	
Source Code	MAZDA Hotline	Source Claim # 000612562

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	no problem found	Symptom Code 4	fluid level-insufficient fluid
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	LAWRENCE HALL MAZDA
Customer/Contact Last Name		Dealer Code	34429
Customer/Contact City		Dealer City	ABILENE
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	HAL 04/22/09 WARNING LTS ON,C1327(M/C) C/S THE ABS,TCS OFF,BRAKE,TCS,T-SIG'S AND AUTO LTS WARNING LTS WERE ON...TECH CAN NOT DUPLICATE THE ISSUE BUT THE CODES U2064-IC AND C1327-20-ABS ARE STORED... TECH STS THE ONLY THING HE FOUND WAS THE BRAKE FLUID RESERVOIR WAS ABOUT 1/3 PINT LOW (APROX 2-3 OZ'S)...B1327 FFD GIVES MANY PIDS BUT THERE IS NO DATA...THEY ALL HAVE DASHES AND X'S...HE HAS CLEARED THE CODES...THEY HAVE NOT COME BACK...NO VISIBLE LEAKS... master cylinder leaking fluid into booster causing low fluid level & warning lights. replaced master cylinder.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10592
Production Date	27-Jun-2008	Warranty Start Date	06-Sep-2008

Open Date	04/23/2009	
Sequence Number	00134	
ECI Record Id	620393584	
Source Code	MAZDA Hotline	Source Claim # 000612619

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Last Name		Dealer Code	51614
Customer/Contact City		Dealer City	MORRISTOWN
Customer/Contact State		Dealer State	NJ
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RM 04/23/09 BRAKE MASTER LEAKING IN BOOSTER STATES BRAKE MASTER LEAKING IN BRAKE BOOSTER. PART IS ON BACK ORDER. WANTS TO KNOW ABOUT A RENTAL MASTER CYLINDER AND BOOSTER REPLACED - VEHICLE RETURNED TO CUSTOMER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13000
Production Date	04-Feb-2008	Warranty Start Date	07-Oct-2008

Open Date	05/05/2009	
Sequence Number	00143	
ECI Record Id	620395544	
Source Code	MAZDA Hotline	Source Claim # 000614715

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	DUVAL MAZDA AT THE AVENUES
Customer/Contact Last Name		Dealer Code	23929
Customer/Contact City		Dealer City	JACKSONVILLE
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 5/5/09 BRAKE FLUID-M/CYL & BOOSTER C/STATES THAT TCS AND BRAKE LITE ARE ON TECH HAS CALLED WITH A CONCERN OF LOW BRAKE FLUID was told by techline that the brake master cylinder was leaking into brake booster.sop new brake booster,and master cylinder. but the brake booster is on back order.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14855
Production Date	10-Jun-2008	Warranty Start Date	05-Aug-2008

Open Date	05/11/2009	
Sequence Number	00145	
ECI Record Id	620396534	
Source Code	MAZDA Hotline	Source Claim # 000615788

Symptom Information			
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2	leak-failed gasket/seal/ weatherstrip
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	STEPHEN WADE MAZDA
Customer/Contact Last Name		Dealer Code	41815
Customer/Contact City		Dealer City	SAINT GEORGE
Customer/Contact State		Dealer State	UT
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RH 05/11/09 BRAKE FLUID LEAK FROM MASTER CYL(MSTR) CS; BRAKE FLUID LEAK FROM MASTER CYLINDER. TECH ADDED 1 BOTTLE OF BRAKE FLUID TO RESERVOIR. found to have a bad seal on the master cylinder, master leak into power booster, - replaced		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	3533
Production Date	14-Mar-2008	Warranty Start Date	04-Jun-2008

Open Date	05/15/2009
Sequence Number	00147

ECI Record Id	620397328
Source Code	MAZDA Hotline
Source Claim #	000616656

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	BILL JACOBS MAZDA
Customer/Contact Name	Last		Dealer Code	60181
Customer/Contact City			Dealer City	JOLIET
Customer/Contact State			Dealer State	IL
Comment Type	05		Attachments	
C u s t o m e r Comments				
T e c h n i c i a n Comments	RH 05/15/09 BRAKE FLUID LEAK INTO BOOSTER(MSTR) CS; BRAKE FLUID LEAK INTO BOOSTER. NONE. replaced power assist and master cylinder - part backordered			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A680	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	11284
Production Date	29-May-2008	Warranty Start Date	29-Aug-2008

Open Date	05/18/2009	
Sequence Number	00148	
ECI Record Id	620397575	
Source Code	MAZDA Hotline	Source Claim # 000616906

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact First Name		Dealer Name GIUFFRE MAZDA
Customer/Contact Last Name		Dealer Code 51584
Customer/Contact City		Dealer City BROOKLYN
Customer/Contact State		Dealer State NY
Comment Type	05	Attachments
Customer Comments		
Technician Comments	RM 05/18/09 BRAKE MASTER LEAKING(MASTER) TECH STATES BRAKE MASTER IS LEAKING WANTS TO KNOW OF ANY ISSUES. Replaced master cylinder	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38VX80 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 7196
Production Date	24-Mar-2008	Warranty Start Date 12-Aug-2008

Open Date	05/20/2009	
Sequence Number	00151	
ECI Record Id	620398029	
Source Code	MAZDA Hotline	Source Claim # 000617392

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/ poor fit
Symptom Code 3	no keyword found	Symptom Code 4	pedal concerns-service brake pedal
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	GALPIN MAZDA
Customer/Contact Last Name		Dealer Code	42033
Customer/Contact City		Dealer City	VAN NUYS
Customer/Contact State		Dealer State	CA
Comment Type	03	Attachments	
Customer Comments			
Technician Comments	DR 05/20/09 BRAKE LITE ON,FLUID LOW FOUND FLUID LEVEL LOW,NO EXTERNAL LEAKS NO EXTERNAL LEAKS FOUND		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9470
Production Date	10-Apr-2008	Warranty Start Date	25-May-2008

Open Date	05/29/2009	
Sequence Number	00156	
ECI Record Id	620399343	
Source Code	MAZDA Hotline	Source Claim # 000618795

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	LOU BACHRODT MAZDA
Customer/Contact Name Last		Dealer Code	23885
Customer/Contact City		Dealer City	COCONUT CREEK
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	LD 05/29/09 BRAKE MASTER LEAKS CLAIMS THAT THE ABS, TCS, BRAKE LIGHTS ARE ON AND THERE IS A LEAK FROM THE BRAKE MASTER ENQUIRING... replaced brake master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12084
Production Date	25-Jun-2008	Warranty Start Date	23-Aug-2008

Open Date	06/02/2009	
Sequence Number	00157	
ECI Record Id	620399809	
Source Code	MAZDA Hotline	Source Claim # 000619298

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	NELSON MAZDA
Customer/Contact Last Name		Dealer Code	34245
Customer/Contact City		Dealer City	TULSA
Customer/Contact State		Dealer State	OK
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 6/2/09 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID NO LEAKS. techlined advised to replaced brake master cylinder, leaking into booster. replaced cylinder, filled and bled system. test drove vehicle=ok. no leaks present and fluid level remained at max		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	8084
Production Date	25-Jun-2008	Warranty Start Date	26-Aug-2008

Open Date	06/03/2009	
Sequence Number	00158	
ECI Record Id	620400120	
Source Code	MAZDA Hotline	Source Claim # 000619636

Symptom Information			
Symptom Code 1	burned out	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	mod-codes found
Symptom Code 5	no keyword found	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF WESLEY CHAPEL
Customer/Contact Last Name		Dealer Code	23932
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 6/3/09 P1327-BRAKE M/CYL BOOSTER C/STATES THAT THE BRAKE AND TCS LIGHT ARE ON TECH HAS CALLED WITH A CONCERN CAR HAS COME IN WITH A C1327 CODE TECH FOUND M/CYL LOW ON FLUID TOPPED OFF AND LIGHT IS OUT replaced master cylinder and booster, master leaking fluid into brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12413
Production Date	23-Apr-2008	Warranty Start Date	07-Jun-2008

Open Date	06/11/2009	
Sequence Number	00163	
ECI Record Id	620401496	
Source Code	MAZDA Hotline	Source Claim # 000621090

Symptom Information			
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2	mod-codes found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	THE AUTOBARN MAZDA
Customer/Contact Last Name		Dealer Code	61533
Customer/Contact City		Dealer City	COUNTRYSIDE
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 06/11/09 TCS&BRAKE LIGHT,C1327(MASTER&BOOSTER) TECH STATES JUST THE LIGHTS ARE ON,NO DRIVABILITY TECH STATES THE BRAKE FLUID RESERVOIR WAS A PINT LOW AND THERE ARE NO SIGNS OF WHERE THE FLUID WENT TEPLACE MASTER CYLINDER AND BOOST		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A980 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10266
Production Date	22-Apr-2008	Warranty Start Date	24-Jul-2008

Open Date	06/11/2009	
Sequence Number	00164	
ECI Record Id	620401596	
Source Code	MAZDA Hotline	Source Claim # 000621199

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	no keyword found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name BERGE MAZDA
Customer/Contact Name	Last		Dealer Code 40212
Customer/Contact City			Dealer City GILBERT
Customer/Contact State			Dealer State AZ
Comment Type	05		Attachments
C u s t o m e r Comments			
T e c h n i c i a n Comments	GF 6/11/09 C1327-M/CYL BOOSTER C/STATES BRAKE TCS LIGHT ON TECH HAS CALLED WITH C1327 CODE LOW BRAKE FLUID FOUND THAT THE MASTER CYL IS LEAKING OUT OF REAR SEAL REPLACED BRAKE MASTER CYL AND BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13577
Production Date	21-May-2008	Warranty Start Date	21-Dec-2008

Open Date	06/15/2009
Sequence Number	00167

ECI Record Id	620401905
Source Code	MAZDA Hotline
Source Claim #	000621535

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	BILLCO MAZDA
Customer/Contact Last Name		Dealer Code	50325
Customer/Contact City		Dealer City	WEXFORD
Customer/Contact State		Dealer State	PA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 06/15/09 BRAKE FLUID LEAK C1327(MASTER CYL) CUSTOMER STATES BRAKE LIGHT ON AND HAS TO ADD BRAKE FLUID TO RESERVOIR INSPECT FRONT AND REAR BRAKES FOR LEAKS brake master cylinder was deective rear seal leakin into brake booster. replaced master cylinder assembly.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	24066
Production Date	19-Jun-2008	Warranty Start Date	27-Sep-2008

Open Date	06/15/2009	
Sequence Number	00168	
ECI Record Id	620401915	
Source Code	MAZDA Hotline	Source Claim # 000621547

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name SCHWARTZ MAZDA
Customer/Contact Name Last		Dealer Code 50219
Customer/Contact City		Dealer City SHREWSBURY
Customer/Contact State		Dealer State NJ
Comment Type	05	Attachments
Customer Comments		
Technician Comments	JC 6/15/09 TCS/BRAKE LIGHT ON*MASTER/BOOSTER THE BRAKE FLUID IS LOW ON THE MASTER. INSPECT AND FOUND NO FLUID LEAKS. 1X THE FLUID LEVEL WAS TOPPED OFF. replaced master clynder and booster	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V880 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 10948
Production Date	04-Apr-2008	Warranty Start Date 28-Aug-2008

Open Date	06/15/2009	
Sequence Number	00169	
ECI Record Id	620401970	
Source Code	MAZDA Hotline	Source Claim # 000621610

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	contaminated/foreign	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name MAZDA OF ORANGE
Customer/Contact Name	Last		Dealer Code 42095
Customer/Contact City			Dealer City ORANGE
Customer/Contact State			Dealer State CA
Comment Type	05		Attachments
Customer Comments			
Technician Comments	DD 06/15/09 BRAKE FLUID LOW LIGHT ON(PG4) BRAKE FLUID LOW AND LIGHT IS ON HAS FOUND BRAKE FLUID LEAKING AT MASTER CYLINDER AND CALING TO SEE IF BOOSTER NEEDS TO BE REPLACED Replaced leaking master cylinder and brake booster due to fluid contamination.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12753
Production Date	07-Apr-2008	Warranty Start Date	10-Oct-2008

Open Date	06/18/2009	
Sequence Number	00170	
ECI Record Id	620402614	
Source Code	MAZDA Hotline	Source Claim # 000622298

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	BURT MAZDA, INC.
Customer/Contact Last Name		Dealer Code	42060
Customer/Contact City		Dealer City	CENTENNIAL
Customer/Contact State		Dealer State	CO
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 6/18/09 BRAKE LIGHTS ON-M/CYL BOOSTER C/STATES BRAKE TCS LIGHT IS ON TECH HAS CALLED ABOUT AND BRAKE LIGHT AND TCS LIGHT ON AND FOUND BRAKE FLUID LOW found the brake fluid to be very low. called tech line and was informed that the brake master cylinder leaks. rec replacment of the master cylinder and the brake booster. once filled withbrake fluid light did go away		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	23742
Production Date	09-Apr-2008	Warranty Start Date	09-Jun-2008

Open Date	06/18/2009
Sequence Number	00171

ECI Record Id	620402616
Source Code	MAZDA Hotline
Source Claim #	000622300

Symptom Information	
Symptom Code 1	mod-codes found
Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	fluid level-insufficient fluid
Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid
Symptom Code 6	pedal concerns-service brake pedal
Symptom Code 7	mod-driving condition-while driving
Symptom Code 8	repair-prior repair mentioned
Original Symptom 1	
Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE

Report Details	
Customer/Contact First Name	
Dealer Name	ROBERT WOODALL MAZDA
Customer/Contact Last Name	
Dealer Code	23735
Customer/Contact City	
Dealer City	DANVILLE
Customer/Contact State	
Dealer State	VA
Comment Type	05
Attachments	
Customer Comments	
Technician Comments	BS 06/18/09 MIL ON C1327(MSTR & BOOSTER) TECH STATES THE VEH HAS RETURNED WITH A C1327. TECH STATES THE BRAKE FLUID RESERVOIR IS LOW BUT NO SIGNS OF A LEAK ARE PRESENT TECH STATES THE VEH CAME IN 3000 MILES AGO FOR THE SAME CONCERN. THEY DIDNTSEE ANY FLUID LEAKS SO THEY TOPPED UP THE RESERVOIR AND CLEARED THE CODE TECH STATES THE BRAKE PADS ALL HAVE PLENTY OF MATERIAL LEFT ON THEM REPLACED MASTER CYLINDER & POWER BRAKE UNIT PARTS WERE ON BACKORDER"
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB28A780 [REDACTED]
Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	14385
Production Date	09-May-2008
Warranty Start Date	30-Oct-2008

Open Date	06/19/2009	
Sequence Number	00172	
ECI Record Id	620402791	
Source Code	MAZDA Hotline	Source Claim # 000622484

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	pedal concerns-service brake pedal		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	OXMOOR MAZDA
Customer/Contact Last Name		Dealer Code	34638
Customer/Contact City		Dealer City	LOUISVILLE
Customer/Contact State		Dealer State	KY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RM 06/19/09 BRAKE PEDAL LOW/ LOW FLUID(MASTER) TECH STATES BRAKE PEDAL LOW RESERVOIR LOW. TOPPED OF THE FLUID LAST VISIT. NOW LOW AGAIN. NO LEAKS FOUND TOLD TO REPLACE BRAKE MASTER CYLINDER AND BOOSTER.DID SO AND AFTER REPAIRS COMPLETED BRAKE WORK NORMALLY AND PEDAL FINE.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20374
Production Date	04-Jun-2008	Warranty Start Date	12-Aug-2008

Open Date	06/23/2009
Sequence Number	00174

ECI Record Id	620403237
Source Code	MAZDA Hotline
Source Claim #	000622968

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	RICART MAZDA
Customer/Contact Last Name		Dealer Code	61454
Customer/Contact City		Dealer City	GROVEPORT
Customer/Contact State		Dealer State	OH
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	JC 6/23/09 LOW BRAKE FLUID C1327*MASTER/BOOSTER THE BRAKE LIGHT IS ON. INSPECTED THE SYSTEM AND FOUND NO LEAKS verified that brake fluid had been leaking past seal in master cylinder into booster. replaced master cylinder and booster. bled brake system and verified correct op of brake system		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	22833
Production Date	18-Mar-2008	Warranty Start Date	26-May-2008

Open Date	06/25/2009	
Sequence Number	00177	
ECI Record Id	620403741	
Source Code	MAZDA Hotline	Source Claim # 000623509

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	CLASSIC MAZDA
Customer/Contact Last Name		Dealer Code	34622
Customer/Contact City		Dealer City	DENTON
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	GF 6/25/09 TCS LIGHT ON-MASTER CYL BOOSTER C/STATES BRAKE AND TCS LIGHT ARE ON TECH HAS CALLED FOR INFO ON A CONCERN OF BRAKE TCS LIGHTS ARE ON AND HE HAS FOUND THAT M/CYL IS LEAKING INTO THE BOOSTER car had leaking master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	11477
Production Date	14-Apr-2008	Warranty Start Date	30-Aug-2008

Open Date	07/02/2009	
Sequence Number	00183	
ECI Record Id	620405068	
Source Code	MAZDA Hotline	Source Claim # 000624931

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	no keyword found	Symptom Code 6	pedal concerns-service brake pedal
Symptom Code 7	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	PEARSON MAZDA
Customer/Contact Last Name		Dealer Code	23846
Customer/Contact City		Dealer City	RICHMOND
Customer/Contact State		Dealer State	VA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 07/02/09 MIL ON,C1327(MSTR & BOOSTER) TECH STATES THE BRAKE FLUID LEVEL IS LOW AND THERE ARE NO SIGNS OF A LEAK TECH STATES HE HAD TO ADD A FULL PINT OF FLUID BUT DOESNT PULLED CODE C1237-20-ABS. FLUID LEAKING INTO BRAKE BOOSTER. REPLACED MASTER CYLINDER AND BRAKE BOOSTER. VERIFIED REPAIR AND ALL OK NOW.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	6816
Production Date	24-Mar-2008	Warranty Start Date	15-Feb-2009

Open Date	07/02/2009
Sequence Number	00184

ECI Record Id	620405069
Source Code	MAZDA Hotline
Source Claim #	000624932

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	PEARSON MAZDA
Customer/Contact Name	Last		Dealer Code	23846
Customer/Contact City			Dealer City	RICHMOND
Customer/Contact State			Dealer State	VA
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	BS 07/02/09 MIL ON C1237(MSTR & BOOSTER) TECH STATES THE BRAKE FLUID LEVEL IS LOW AND THERE ARE NO SIGNS OF A LEAK TECH STATES THE BRAKE MASTER WAS LOW A FULL PINT found code c1237-20-abs. replaced master cylinder and brake booster. bled system. rechecked. ok now			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A380	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7464
Production Date	23-Apr-2008	Warranty Start Date	01-Nov-2008

Open Date	07/06/2009	
Sequence Number	00186	
ECI Record Id	620405382	
Source Code	MAZDA Hotline	Source Claim # 000625265

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	OAK LAWN MAZDA
Customer/Contact Name	Last		Dealer Code	61561
Customer/Contact City			Dealer City	OAK LAWN
Customer/Contact State			Dealer State	IL
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	GF 07/06/09 TCS BRAKE LIGHT ON (BOOSTER/MASTER) C/STATES TCS AND BRAKE LIGHTS ARE ON TECH HAS CALLED ABOUT AND CONCERN OF BRAKE FLUID LEAKING INTO BOOSTER REPLACED MASTER CYLINDER AN BRAKE BOOSTER			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38AX80	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21305
Production Date	08-Apr-2008	Warranty Start Date	02-Jun-2008

Open Date	07/08/2009	
Sequence Number	00188	
ECI Record Id	620405686	
Source Code	MAZDA Hotline	Source Claim # 000625600

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact First Name		Dealer Name LOU BACHRODT MAZDA
Customer/Contact Last Name		Dealer Code 23885
Customer/Contact City		Dealer City COCONUT CREEK
Customer/Contact State		Dealer State FL
Comment Type	05	Attachments
Customer Comments		
Technician Comments	TY 7/8/09 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID leaking master cylinder replaced master	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A080 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 15757
Production Date	04-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	07/08/2009	
Sequence Number	00191	
ECI Record Id	620405812	
Source Code	MAZDA Hotline	Source Claim # 000625737

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	CLASSIC MAZDA
Customer/Contact Last Name		Dealer Code	34622
Customer/Contact City		Dealer City	DENTON
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	JC 7/8/09 BRAKE/ABS LIGHT ON C1327*BOOSTER/MASTER C/S THAT THE BRAKE AND ABS LIGHTS ARE ON. THE BRAKE MASTER IS LOW ON FLUID. TECH SAID THAT THE MASTER IS LEAKING FROM THE BACK OF THE MASTER INTO THE BOOSTER replaced brake booster and master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7134
Production Date	10-Apr-2008	Warranty Start Date	28-Jul-2008

Open Date	07/10/2009	
Sequence Number	00192	
ECI Record Id	620406101	
Source Code	MAZDA Hotline	Source Claim # 000626053

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name JIM ELLIS MAZDA OF CHAMBLEE
Customer/Contact Last Name		Dealer Code 23466
Customer/Contact City		Dealer City ATLANTA
Customer/Contact State		Dealer State GA
Comment Type	03	Attachments
Customer Comments		
Technician Comments	BS 07/10/09 MIL ON C1327 TECH STATES THE BRAKE LITE AND MIL ARE ON.BRAKE MASTERRESERVOIR IS NEAR EMPTY TECH STATES THERE IS NO SIGNS OF LEAKAGE ANYWHERE. LAST TIME IN THE MASTER WAS LOW AND THEY TOPPED IT UP. THE VEH RETURNED WITH AN EMPTY MASTER AGAIN	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28AX80 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 9922
Production Date	10-May-2008	Warranty Start Date 21-Jul-2008

Open Date	07/14/2009	
Sequence Number	00195	
ECI Record Id	620406561	
Source Code	MAZDA Hotline	Source Claim # 000626552

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	mod-indicator light/warning chime on	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	BASS MAZDA
Customer/Contact Name Last		Dealer Code	61558
Customer/Contact City		Dealer City	SHEFFIELD
Customer/Contact State		Dealer State	OH
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RM 07/14/09 BRAKE/ABS LIGHT ON(BRAKE MASTER) TECH STATES BRAKE LIGHT ON LOW ON FLUID TECH STATES TOPPED OF THE FLUID LAST VISIT. FLUID IS LOW NOW AND CAN NOT FIND ANY LEAKS. replaced brake booster and master cylinder per tech hotline		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A980 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9549
Production Date	10-Apr-2008	Warranty Start Date	08-Aug-2008

Open Date	07/16/2009
Sequence Number	00198

ECI Record Id	620407040		
Source Code	MAZDA Hotline	Source Claim #	000627066

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	GALPIN MAZDA
Customer/Contact Last Name		Dealer Code	42033
Customer/Contact City		Dealer City	VAN NUYS
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	HAL 07/16/09 TCS LT ON,LOW BRAKE LEVEL(M/C,BSTR) TECH STS THE TCS LT IS ON... FOUND THE BRAKE M/C LEVEL IS LOW... TECH STS ANOTHER TECH DIAG'D...DID NOT GIVE STAN THE CODES...TECH REMOVED THE BRAKE MASTER CYL AND FOUND IT IS LEAKING INTO THE BOOSTER... F005 (POSS FU05)... J0007 TD114340ZA MASTER CYLINDER 1 72.81 TDY14380ZA VACUUM POWER ASSIST 1 102.38 000077130E10 DOT 3 BRAKE FLUID 3 11.55 P0001XDX 0.5 ***-**-1676 ANTI-LOCK BRAKE SYST P0402XRX 2.0 ***-**-1676 POWER BRAKE UNIT, R&		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9312
Production Date	11-Apr-2008	Warranty Start Date	26-May-2008

Open Date	07/17/2009	
Sequence Number	00199	
ECI Record Id	620407112	
Source Code	MAZDA Hotline	Source Claim # 000627143

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 mod-codes found
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact Name First		Dealer Name CLASSIC MAZDA
Customer/Contact Name Last		Dealer Code 34622
Customer/Contact City		Dealer City DENTON
Customer/Contact State		Dealer State TX
Comment Type	03	Attachments
Customer Comments		
Technician Comments	RC 7/17/09 C1327 ,MASTER CYLINDER LEAK DL STS THE MASTER CYLINDER HAS LEAKED FLUID INTO THE BOOSTER DL STS THE DATE CODE IS 9U10 DL STS HAS REMOVED THE MASTER AND THE BOOSTER IS FULL OF FLUID	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A480 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 7900
Production Date	10-Jun-2008	Warranty Start Date 23-Dec-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620407253	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2009		

Report Details

Source Claim Key	000627293	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jul-2009
Version Series Code		Load Date	27-Jul-2009
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34528
Causal Part Name	unknown	Dealer Name	ATZENHOFFER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VICTORIA
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Jul-2009		

Customer Comment	
Technician Comment	LD 07/20/09 BRAKE MASTER LEAKS THERE IS BRAKE FLUID LEAK AT THE BACK OF THE MASTER CONFIRMED THE LEAK AT THE BACK OF THE MASTER ORDER MASTER CYLINDER AND BOOSTER. PART ON BACKORDER.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB28A090	Engine Serial Number	CA 10263173
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	5831	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

[Contact CDR HELP](#)

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Open Date	07/20/2009	
Sequence Number	00200	
ECI Record Id	620407375	
Source Code	MAZDA Hotline	Source Claim # 000627422

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	BILLCO MAZDA
Customer/Contact Last Name		Dealer Code	50325
Customer/Contact City		Dealer City	WEXFORD
Customer/Contact State		Dealer State	PA
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	DD 07/20/09 BRAKE LIGHT ON(MASTER CLY/BOOSTER) BRAKE LIGHT ON FLUID LEVEL IS LOW AND NO EXTERNAL LEAKS Replace leaking master cyl & booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19636
Production Date	13-Mar-2008	Warranty Start Date	15-Jul-2008

Open Date	07/23/2009	
Sequence Number	00204	
ECI Record Id	620407836	
Source Code	MAZDA Hotline	Source Claim # 000627926

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name GAITHERSBURG MAZDA
Customer/Contact Name Last		Dealer Code 51486
Customer/Contact City		Dealer City GAITHERSBURG
Customer/Contact State		Dealer State MD
Comment Type	05	Attachments
Customer Comments		
Technician Comments	TY 7/23/09 TCS/BRAKE LIGHT ON TECH STS TCS/BRAKE LIGHT ON AND FLUID IS LOW. TECH STS TCS/BRAKE LIGHT ON AND FLUID IS LOW. replaced brake booster and master cylinder assy. dealer was waiting for parts to arrive to repair cust vehicle.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A880 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 19628
Production Date	27-Mar-2008	Warranty Start Date 28-Jun-2008

Open Date	07/23/2009	
Sequence Number	00206	
ECI Record Id	620407951	
Source Code	MAZDA Hotline	Source Claim # 000628053

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-stays on
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	ROYAL MOORE MAZDA
Customer/Contact Last Name		Dealer Code	10258
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 07/23/09 BRAKE FLUID LEVEL LOW(MSTR/BOOSTER) TECH STATES THE BRAKE LIGHT STAYS ON. THE FLUID LEVEL IS LOW AND THERE IS NO SIGNS OF A LEAK **** PLEASE CLOSE FILE WHEN THE VEHICLE IS REPAIRED, THANKS**** CALLED FOR ADVICE added brake fluid		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A280 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	2664
Production Date	11-Apr-2008	Warranty Start Date	28-Dec-2008

Open Date	07/27/2009	
Sequence Number	00207	
ECI Record Id	620408199	
Source Code	MAZDA Hotline	Source Claim # 000628330

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	misaligned/out of position/adjustment/poor fit
Symptom Code 5	pedal concerns-service brake pedal		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF WESLEY CHAPEL
Customer/Contact Last Name		Dealer Code	23932
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 7/27/09 TCS BRAKE LIGHT ON TECH STS TCS AND BRAKE LIGHT ON TECH STS TCS AND BRAKE LIGHT ON LOW FLUID LEVEL IN THE MASTER CYL. replace master cyl and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18588
Production Date	23-Apr-2008	Warranty Start Date	30-Aug-2008

Open Date	07/27/2009	
Sequence Number	00208	
ECI Record Id	620408211	
Source Code	MAZDA Hotline	Source Claim # 000628342

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	DELRAY MAZDA
Customer/Contact Name Last		Dealer Code	23855
Customer/Contact City		Dealer City	DELRAY BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 07/27/09 BRAKE FLUID LEAK BRAKE LIGHT ON, MASTER CYLINDER RESERVOIR LOW ON FLUID ADD BRAKE FLUID, INSPECT BRAKES LINES FOR LEAKS FOUND NO EXTERNAL LEAKS VEHICLE PREVIOUSLY IN HAD TO ADD FLUID replaced faulty master cylinder and brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	8508
Production Date	23-Jun-2008	Warranty Start Date	28-Sep-2008

Open Date	07/27/2009	
Sequence Number	00209	
ECI Record Id	620408264	
Source Code	MAZDA Hotline	Source Claim # 000628401

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	BOUNTIFUL MAZDA
Customer/Contact Name Last		Dealer Code	42046
Customer/Contact City		Dealer City	BOUNTIFUL
Customer/Contact State		Dealer State	UT
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 7/27/09 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID U13 WAS STAMPED ON FRONT OF MASTER CYL. replaced brake master cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19838
Production Date	17-Jun-2008	Warranty Start Date	30-Aug-2008

Open Date	07/27/2009	
Sequence Number	00210	
ECI Record Id	620408359	
Source Code	MAZDA Hotline	Source Claim # 000628501

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details				
Customer/Contact Name	First		Dealer Name	MUNDAY MAZDA
Customer/Contact Name	Last		Dealer Code	34594
Customer/Contact City			Dealer City	HOUSTON
Customer/Contact State			Dealer State	TX
Comment Type	03		Attachments	
Customer Comments				
Technician Comments	LH 07/20/09 BRAKE MASTER CYL FLUID LEAK C1327 BRAKE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER BRAKE MASTER CYLINDER ON BACK ORDER, REQUEST HL REF NUMBER			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A180	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12890
Production Date	23-May-2008	Warranty Start Date	27-Jun-2008

Open Date	07/28/2009	
Sequence Number	00211	
ECI Record Id	620408409	
Source Code	MAZDA Hotline	Source Claim # 000628553

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	leak-fluid
Symptom Code 5	pedal concerns-service brake pedal		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF ROSWELL
Customer/Contact Last Name		Dealer Code	23879
Customer/Contact City		Dealer City	ROSWELL
Customer/Contact State		Dealer State	GA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 07/28/09 BRAKE FLUID LOW C1327 U2064 CLAIMS THAT THE TCM, THE BRAKE QND THE DSC LIGHTS ARE ON WITH THE CODES. THE BRAKE MASTER IS LOW NO EXTERNAL LEAKS DETECTED ordered master cylinder and brake booster for internal leakage. parts on indefinite backorder DL STS PARTS CAME IN,WHEN REMOVED MASTER FOUND BRAKE FLUID IN BOOSTER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	5451
Production Date	18-Jun-2008	Warranty Start Date	20-Feb-2009

Open Date	08/04/2009	
Sequence Number	00213	
ECI Record Id	620409394	
Source Code	MAZDA Hotline	Source Claim # 000629618

Symptom Information			
Symptom Code 1	function-false activation/cycle/deploy	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	OAK LAWN MAZDA
Customer/Contact Last Name		Dealer Code	61561
Customer/Contact City		Dealer City	OAK LAWN
Customer/Contact State		Dealer State	IL
Comment Type	03	Attachments	
Customer Comments			
Technician Comments	RS 08/04/09 TCS SELF TURNS BACK ON (NORMAL) C/S TCS TURNS BACK ON BY ITSELF AFTER TURNING OFF; CUSTOMER SAYS HIS CX-9 LOANER DIDN'T DO THAT... TECH JUST INSTALLED A BRAKE BOOSTER, IT WAS LEAKING FROM THE MASTER CYLINDER. WHEN TCS IS TURNED OFF, AFTER ABOUT 100 YARDS OF DRIVING IT TURNSBACK ON. (TCS OFF LIGHT TURNS OFF). TECH CONFIRMED IT IS TCS & NOT DSC. - TECH WANTED TO CHECK THE OWNER'S MANUAL BUT IT IS MISSING FROM THE VEHICLE. DIDN'T HAVE ANOTHER 08 ON THE LOT TO BORROW THE MANUAL FROM.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21310
Production Date	08-Apr-2008	Warranty Start Date	02-Jun-2008

Open Date	08/04/2009	
Sequence Number	00214	
ECI Record Id	620409433	
Source Code	MAZDA Hotline	Source Claim # 000629665

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	PUTNAM MAZDA
Customer/Contact Last Name		Dealer Code	41200
Customer/Contact City		Dealer City	BURLINGAME
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 8/4/09 BRAKE FLUID LEAK-M/C BOOSTER CAL C/STATES BRAKE LIGHT IS ON AGAIN SEE NEW FILE 638718 TECH HAS CALLED ABOUT A CONCERNN HE IS HAVING HE HAS REPLACED A BOTH REAR CAL FOR LEAKING AND NOW LEAKING AGAIN Verified concern. Found dtc C1237 stored in system. Also found brake fluid level low. Upon inspection found fluid leaking from both rear caliper assemblies as well as fluid leaking from brake booster. Replaced rear calipers, brake booster and master cylinder and roadtested. Operation is normal. Follow up call 30 days later and vehicle operation is still normal. Brake light has not come back on.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17739
Production Date	31-Mar-2008	Warranty Start Date	19-Sep-2008

Open Date	08/05/2009	
Sequence Number	00215	
ECI Record Id	620409634	
Source Code	MAZDA Hotline	Source Claim # 000629879

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-stays on
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	RAMSEY MAZDA
Customer/Contact Name Last		Dealer Code	50237
Customer/Contact City		Dealer City	RAMSEY
Customer/Contact State		Dealer State	NJ
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RM 08/05/09 BRAKE FLUID LOW C1327(MASTER) TECH STATES BRAKE FLUID LOW C1327 FILLED THE FLUID AND LIGHT STAYS ON. REPLACED BRAKE BOOSTER AND MASTER CYLINDER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13085
Production Date	17-Dec-2007	Warranty Start Date	29-Jul-2008

Open Date	08/11/2009	
Sequence Number	00221	
ECI Record Id	620410294	
Source Code	MAZDA Hotline	Source Claim # 000630748

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact Name First		Dealer Name MUNDAY MAZDA
Customer/Contact Name Last		Dealer Code 34594
Customer/Contact City		Dealer City HOUSTON
Customer/Contact State		Dealer State TX
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	DD 08/11/09 MASTER CLYINDER LEAKING(MASTER/BOOSTER MASTER CYLINDER LEAKING CALLING TO GET REF # BECAUSE PART IS ON BACKORDER LIGHT ARE ON FLUID LEVEL LOW replace master cyl and booster	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A480 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 10229
Production Date	30-Jun-2008	Warranty Start Date 11-Oct-2008

Open Date	08/11/2009	
Sequence Number	00223	
ECI Record Id	620410480	
Source Code	MAZDA Hotline	Source Claim # 000630952

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name MAZDA OF ORANGE
Customer/Contact Last Name		Dealer Code 42095
Customer/Contact City		Dealer City ORANGE
Customer/Contact State		Dealer State CA
Comment Type	05	Attachments
Customer Comments		
Technician Comments	HAL 08/11/09 M/C LEAK(M/C,BOOSTER) TECH STS THE M/C IS LEAKING INTO THE BRAKE BOOSTER... INQ... replace brk master and booster	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28V580 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 14595
Production Date	23-Jun-2008	Warranty Start Date 31-Jul-2008

Open Date	08/12/2009	
Sequence Number	00224	
ECI Record Id	620410496	
Source Code	MAZDA Hotline	Source Claim # 000630968

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	mod-codes found	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	GARDEN CITY MAZDA
Customer/Contact Last Name		Dealer Code	51626
Customer/Contact City		Dealer City	HEMPSTEAD
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 08/12/09 TSC/BRAKE LIGHT ON C1327 TSC/BRAKE LIGHT ON ****WHAT PARTS WERE REPLACED TO FIX CAR***** FLUID LEVEL LOW AND ADDED FLUID AND LIGHT WENT OUT DID NOT FIND DATE STAMP ON MASTER NO LEAKS FOUND IN THE SYSTEM Vehicle is no longer at the dealer. Customer took vehicle. If further assistance is needed when and if the vehicle returns, we will reopen the hotline file.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V980	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9790
Production Date	01-Apr-2008	Warranty Start Date	05-Jun-2008

Open Date	08/13/2009	
Sequence Number	00227	
ECI Record Id	620410770	
Source Code	MAZDA Hotline	Source Claim # 000631261

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	misaligned/out of position/adjustment/poor fit
Symptom Code 5	pedal concerns-service brake pedal		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	OCEAN MAZDA
Customer/Contact Name Last		Dealer Code	23710
Customer/Contact City		Dealer City	MIAMI
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 8/13/09 TCS,DSC,BRAKE LITE,LOW FLUID DL STS CSTM HAD SAME CONCERN BEFORE, NO LEAKS WERE FOUND NONE REPLACE POWER BRAKE UNIT AND MASTER CYLINDER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9186
Production Date	12-Jun-2008	Warranty Start Date	29-Dec-2008

Open Date	08/13/2009	
Sequence Number	00228	
ECI Record Id	620410844	
Source Code	MAZDA Hotline	Source Claim # 000631342

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name RICH MORTON MAZDA
Customer/Contact Last Name		Dealer Code 51559
Customer/Contact City		Dealer City PASADENA
Customer/Contact State		Dealer State MD
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	LD 08/13/09 BRAKE MASTER LEAKS (RI) CLAIMS THAT THE BRAKE MASTER IS LEAKING INTO THE BOOSTER ENQUIRING, CLAIMS THAT THE #'S ON THE MASTER READ BT50 AND J0572 repl. brake booster & master cylinder	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A080 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 8668
Production Date	17-Mar-2008	Warranty Start Date 17-Feb-2009

Open Date	08/17/2009	
Sequence Number	00229	
ECI Record Id	620411063	
Source Code	MAZDA Hotline	Source Claim # 000631577

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/poor fit
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact First Name		Dealer Name MAZDA OF BEDFORD
Customer/Contact Last Name		Dealer Code 60207
Customer/Contact City		Dealer City BEDFORD
Customer/Contact State		Dealer State OH
Comment Type	05	Attachments
Customer Comments		
Technician Comments	RM 08/17/09 BRAKE FLUID LOW TECH STATES BRAKE LIGHT LIGHT ON FLUID LOW HAS TOPPED OFF THE FLUID IN THE PAST. NO LEAKS FOUND AT THIS TIME. ordered master cyl and brake booster. parts on backorder.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A980 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 18825
Production Date	14-Apr-2008	Warranty Start Date 31-Oct-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620412698	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	contaminated/foreign
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	contaminated/foreign
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	contaminated/foreign
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000651644	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	5
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Jan-2010
Version Series Code		Load Date	17-Jan-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51543
Causal Part Name	unknown	Dealer Name	MAHATTAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NEW YORK
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jan-2010		

Customer Comment	
Technician Comment	DD 01/05/10 REAR CALIPERS LEAKING REAR CALIPERS LEAKING CALLING TO GET REF# FOR REAR CALIPERS REMOVED THE MASTER CYLINDER AND CAN SSEE WHERE THE MASTER WAS LEAKING AND CAN SEE FLUID INSIDE THE BOOSTER master cylinder leaking into brake booster // also rear calipers leaking and rear pads are contaminater with brake fluid // replaced rear pads and calipers // replaced power brake booster and master cylinder
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V990	Engine Serial Number	CA 10294292
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	18-Jun-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	4011	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Open Date	01/13/2010	
Sequence Number	00233	
ECI Record Id	620413568	
Source Code	MAZDA Hotline	Source Claim # 000653067

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	MODERN MAZDA
Customer/Contact Name Last		Dealer Code	50704
Customer/Contact City		Dealer City	THOMASTON
Customer/Contact State		Dealer State	CT
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 01/13/10 BRAKE FLUID LEAKS MASTER LEAKING INTO THE BOOSTER HAS CONFIRMED THE FLUID IS IN THE BOOSTER REPLACED LEAKING MASTER CYLINDER AND BOOSTER DUE TO HEAVY BRAKE FLUID LEAK FROM BRAKE MASTER CYLINDER ASSY		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V280 [REDACTED]	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20371
Production Date	14-Apr-2008	Warranty Start Date	30-Jun-2008

Open Date	08/19/2009	
Sequence Number	00238	
ECI Record Id	620415722	
Source Code	MAZDA Hotline	Source Claim # 000632140

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	ROYAL PALM MAZDA
Customer/Contact Last Name		Dealer Code	23944
Customer/Contact City		Dealer City	ROYAL PALM BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 8/19/09 BRAKE FLUID LOW TECH STS BRAKE FLUID LOW TECH STS BRAKE FLUID LOW, NO SIGNS OF A LEAK THIS IS THE 2ND TIME CUSTOMER HAS COME IN WITH FLUID LOW. Fluid leaking from rear of master cylinder into brake booster - Replaced master cylinder & brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18415
Production Date	12-Jun-2008	Warranty Start Date	01-Dec-2008

Open Date	08/20/2009	
Sequence Number	00239	
ECI Record Id	620415929	
Source Code	MAZDA Hotline	Source Claim # 000632371

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	BASS MAZDA
Customer/Contact Name Last		Dealer Code	61558
Customer/Contact City		Dealer City	SHEFFIELD
Customer/Contact State		Dealer State	OH
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 8/20/09 BRAKE FLUID LOW TECH STS BRAKE FLUID LOW TECH STS BRAKE FLUID LOW, NO EXTERNAL LEAKS KU11 J0326 have brake booster and master cylinder on order no eta available for parts		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	22888
Production Date	08-May-2008	Warranty Start Date	28-Aug-2008

Open Date	08/20/2009	
Sequence Number	00240	
ECI Record Id	620415978	
Source Code	MAZDA Hotline	Source Claim # 000632423

Symptom Information			
Symptom Code 1	function-steering/brake ineffective	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Symptom Code 5	mod-indicator light/warning chime on		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	RAY SKILLMAN MAZDA WEST
Customer/Contact Last Name		Dealer Code	61578
Customer/Contact City		Dealer City	INDIANAPOLIS
Customer/Contact State		Dealer State	IN
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 08/20/09 BRAKE FLUID LIGHT ON(BOOSTER) CUST STATES HE HAD TO REFILL THE BRAKE FLUID RESERVOIR2X. TECH STATES THERE ARE NO LEAKS VISABLE TECH STATES THE SYSTEM HOLDS PRESSURE AND THERE IS NO BRAKE PERFORMANCE LOSS Fluid leaking into power booster, replaced booster and master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18726
Production Date	20-Jun-2008	Warranty Start Date	10-Nov-2008

Open Date	08/27/2009	
Sequence Number	00244	
ECI Record Id	620416953	
Source Code	MAZDA Hotline	Source Claim # 000633509

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	OCEAN MAZDA
Customer/Contact Last Name		Dealer Code	23710
Customer/Contact City		Dealer City	MIAMI
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 08/27/09 BRAKE MASTER LEAKS (RI) CLAIMS THAT THE BRAKE MASTER IS LOOSING FLUID ENQUIRING... REPLACE POWER BRAKE UNIT AND MASTER CYLINDER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19996
Production Date	14-Apr-2008	Warranty Start Date	24-May-2008

Open Date	08/28/2009	
Sequence Number	00246	
ECI Record Id	620417149	
Source Code	MAZDA Hotline	Source Claim # 000633725

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	NORTHTOWNE MAZDA
Customer/Contact Last Name		Dealer Code	34487
Customer/Contact City		Dealer City	GLADSTONE
Customer/Contact State		Dealer State	MO
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 08/28/09 BRAKE FLUID LEAK MASTER CYLINDER BRAKE FLUID LEAK IN TECH CONFERENCE CALL, MENTIONED BRAKE BOOSTERS ARE ON BACK ORDER INQUIRING WHAT TO DO REPLACE MASTER CYLINDER AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9703
Production Date	05-Jun-2008	Warranty Start Date	15-Nov-2008

Open Date	08/31/2009	
Sequence Number	00247	
ECI Record Id	620417301	
Source Code	MAZDA Hotline	Source Claim # 000633902

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/ poor fit
Symptom Code 3	no keyword found	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	OXMOOR MAZDA
Customer/Contact Last Name		Dealer Code	34638
Customer/Contact City		Dealer City	LOUISVILLE
Customer/Contact State		Dealer State	KY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 8/31/09 BRAKE LIGHT ON-BRAKE M/CYL & BOOSTER C/STATES BRAKE LIGHT IS ON TECH HAS CALLED WITH A BRAKE LIGHT ON CONCERN FLUID LOW found cause to be the result of brake master and brake booster leaking internally, ordered updated part for this concern, part on back order		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18831
Production Date	17-Mar-2008	Warranty Start Date	17-May-2008

Open Date	09/01/2009	
Sequence Number	00250	
ECI Record Id	620417494	
Source Code	MAZDA Hotline	Source Claim # 000634114

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	air in system	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	HOLIDAY MAZDA
Customer/Contact Last Name		Dealer Code	61420
Customer/Contact City		Dealer City	FOND DU LAC
Customer/Contact State		Dealer State	WI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 9/1/09 LOW BRAKE FLUID C1327 TECH STS LOW BRAKE FLUID AND CODE C1327 TECH STS LOW BRAKE FLUID AND CODE C1327 9U13 J0059 INSPECTED FOR LEAKS.REMOVED THE MASTER CYCLINDER.FOUND FLUID HAD LEAKED INTO THE BOOSTER. REPLACED THE BOOSTER AND THE MASTER CYCLINDER PER TECH LINE. BLED BRAKES.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080 [REDACTED]	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13410
Production Date	23-Apr-2008	Warranty Start Date	24-Jun-2008

Open Date	09/03/2009	
Sequence Number	00253	
ECI Record Id	620417842	
Source Code	MAZDA Hotline	Source Claim # 000634509

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	IRA MAZDA
Customer/Contact Last Name		Dealer Code	51554
Customer/Contact City		Dealer City	DANVERS
Customer/Contact State		Dealer State	MA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 9/3/09 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID, ABS TCS LIGHT C1327 J0039 PU14 replaced brake master cylinder and booster for leaking into brake booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14680
Production Date	30-Jun-2008	Warranty Start Date	15-Aug-2008

Open Date	09/03/2009	
Sequence Number	00255	
ECI Record Id	620417963	
Source Code	MAZDA Hotline	Source Claim # 000634638

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name CONTINENTAL MAZDA OF NAPERVIL
Customer/Contact Last Name		Dealer Code 61594
Customer/Contact City		Dealer City NAPERVILLE
Customer/Contact State		Dealer State IL
Comment Type	05	Attachements
C u s t o m e r Comments		
T e c h n i c i a n Comments	DR 09/03/09 C1327,BRAKE FLUID LOW FOUND FLUID LOW IN MASTER CYL,NO VISIBLE LEAKS FOUND LOW FLUID LEVEL Ordered new brake master cylinder, and brake booster per tech line instructions. Will install parts when they arrive.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A680 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 13490
Production Date	22-Apr-2008	Warranty Start Date 13-Nov-2008

Open Date	09/04/2009	
Sequence Number	00258	
ECI Record Id	620418195	
Source Code	MAZDA Hotline	Source Claim # 000634897

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	EXPO MAZDA
Customer/Contact Name Last		Dealer Code	34636
Customer/Contact City		Dealer City	KINGWOOD
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	JC 9/4/09 LOW BRAKE FLUID/TCS LIGHT ON*BRAKEMASTER TCS OFF LIGHT ON/SYSTEM IS LOW ON BRAKE FLUID. INSPECTED THE SYSTEMN AND FOUND NO LEAKS FOUND FLUID LEAKING FROM THE MASTER CYLINDER INTO THE BRAKE BOOSTER. REPLACed master cylinder and booster as needed.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	6122
Production Date	07-Mar-2008	Warranty Start Date	11-Dec-2008

Open Date	09/09/2009	
Sequence Number	00259	
ECI Record Id	620418588	
Source Code	MAZDA Hotline	Source Claim # 000635344

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	SIERRA MAZDA OF MONROVIA
Customer/Contact Name Last		Dealer Code	42092
Customer/Contact City		Dealer City	MONROVIA
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 09/09/09 BRAKE/DSC LIGHT ON(MASTER/BOOSTER) BRAKE AND DSC LIGHT ON, BRAKE FLUID LOW IN RESERVOIR ADD FLUID, NO EXTERNAL LEAKS REPLACED MASTER CYLINDER AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10486
Production Date	04-Jun-2008	Warranty Start Date	20-Nov-2008

Open Date	09/11/2009	
Sequence Number	00260	
ECI Record Id	620418869	
Source Code	MAZDA Hotline	Source Claim # 000635660

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name OCEAN MAZDA
Customer/Contact Last Name		Dealer Code 23710
Customer/Contact City		Dealer City MIAMI
Customer/Contact State		Dealer State FL
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	RM 09/11/09 BRAKE FLUID LOW STATES BRAKE FLUID LOW LEAK BRAKE MASTER LEAKING IN TO THE BOOSTER Replace brake master cylinder and brske power booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A080 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 16765
Production Date	25-Apr-2008	Warranty Start Date 08-Sep-2008

Open Date	09/16/2009	
Sequence Number	00262	
ECI Record Id	620419471	
Source Code	MAZDA Hotline	Source Claim # 000636317

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	pedal concerns-service brake pedal	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	CONCOURS MAZDA
Customer/Contact Name Last		Dealer Code	61416
Customer/Contact City		Dealer City	MILWAUKEE
Customer/Contact State		Dealer State	WI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	EO 09/16/09 BRAKE/TCS LIGHT ON(MAST CYL,BOOSTER) CUST STATES BRAKE/TCS LIGHT ON TECH STATES BRAKE FLUID LEVEL IS LOW. NO EXTERNAL LEAKS HAVE BEEN LOCATED. replaced master cylinder and booster as recommended		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A380 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	15985
Production Date	19-Jun-2008	Warranty Start Date	26-Aug-2008

Open Date	09/18/2009
Sequence Number	00264

ECI Record Id	620419801
Source Code	MAZDA Hotline
Source Claim #	000636682

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	PIAZZA MAZDA OF WEST CHESTER
Customer/Contact Last Name		Dealer Code	51620
Customer/Contact City		Dealer City	CHESTER SPRINGS
Customer/Contact State		Dealer State	PA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	JC 9/18/09 LOW BRAKE FLUID*MASTER/BOOSTER THE BRAKE FLUID LIGHT REMOVED THE MASTER AND FOUND BRAKE FLUID IN THE BOOSTER. BRAKE MASTER LEAKING INTO BOOSTER REPLACE BOTH		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V580	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21493
Production Date	28-Mar-2008	Warranty Start Date	21-May-2008

Open Date	09/18/2009	
Sequence Number	00266	
ECI Record Id	620419898	
Source Code	MAZDA Hotline	Source Claim # 000636792

Symptom Information		
Symptom Code 1	mod-codes found	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact First Name		Dealer Name CONTINENTAL MAZDA OF NAPERVIL
Customer/Contact Last Name		Dealer Code 61594
Customer/Contact City		Dealer City NAPERVILLE
Customer/Contact State		Dealer State IL
Comment Type	05	Attachments
Customer Comments		
Technician Comments	HAL 09/18/09 BRK LT,TCS LT,C1327(M/C,BOOSTER) TECH STS THE BRK LT AND TCS LTS ARE ON...THE CODE C1327 IS STORED... TECH STS THERE ARE NO VISIBLE LEAKS FROM THE BRAKE LINES,ETC....THE FLUID LEVEL IS AT THE MIN MARK... Install new brake master cylinder and brake booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28AX80 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 19999
Production Date	22-Apr-2008	Warranty Start Date 14-Aug-2008

Open Date	09/21/2009	
Sequence Number	00267	
ECI Record Id	620420022	
Source Code	MAZDA Hotline	Source Claim # 000636937

Symptom Information			
Symptom Code 1	mod-driving condition-while turning	Symptom Code 2	no keyword found
Symptom Code 3	pedal concerns-service brake pedal	Symptom Code 4	mod-codes found
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	DON MILLER MAZDA
Customer/Contact Last Name		Dealer Code	61528
Customer/Contact City		Dealer City	MADISON
Customer/Contact State		Dealer State	WI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 9/21/09 TCS/ ABS LITE C1327 RES.LOW,TURNED BRAKE LITE ON NO VISABLE LEAKS MASTER CYL LEAKING INTO VAC BOOSTER. REPLACED BOTH. PROB SOLVED.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10137
Production Date	09-Apr-2008	Warranty Start Date	28-Oct-2008

Open Date	09/23/2009	
Sequence Number	00268	
ECI Record Id	620420476	
Source Code	MAZDA Hotline	Source Claim # 000637451

Symptom Information		
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2 leak-fluid
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name NUCAR MAZDA
Customer/Contact Last Name		Dealer Code 51485
Customer/Contact City		Dealer City NEW CASTLE
Customer/Contact State		Dealer State DE
Comment Type	05	Attachments
Customer Comments		
Technician Comments	DR 09/23/09 BRAKE MASTER LEAKING,BOOSTER FULL BRAKE MASTER CYLINDER LEAKING INTO BOOSTER BOOSTER FULL FINALLY RECEIVED THE BACK-ORDERED BOOSTER ON 10/07.REPLACED THE MASTER CYLINDER WITH A V DATE.AFTER REPLACING BOTH, EVERYTHING IS FINE THANKS,MARK MALINOWSKI	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V380 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 35648
Production Date	18-Apr-2008	Warranty Start Date 25-Jun-2008

Open Date	09/28/2009	
Sequence Number	00269	
ECI Record Id	620420888	
Source Code	MAZDA Hotline	Source Claim # 000637930

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	HILEY MAZDA OF HURST
Customer/Contact Last Name		Dealer Code	34612
Customer/Contact City		Dealer City	HURST
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 09/28/09 BRAKE LIGHT ON B1327(PG4) BRAKE LIGHT ON B1327 PLEASE CLOSE WHEN CAR IS FIXED FLUID LEVEL IS FULL AT THIS TIME CALLING FOR ANY KNOWNS DATE STAMP ON MASTER CYLINDER 9600C FO95 STAMPED replaced both brake booster and brake master cylinder found brake fluid inside of booster when removed from vehicle bled complete system and no lights on dash anymore		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13184
Production Date	15-Apr-2008	Warranty Start Date	09-Aug-2008

Open Date	10/05/2009	
Sequence Number	00273	
ECI Record Id	620421847	
Source Code	MAZDA Hotline	Source Claim # 000639025

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	ROTO MAZDA
Customer/Contact Name	Last		Dealer Code	61504
Customer/Contact City			Dealer City	ARLINGTON HEIGHTS
Customer/Contact State			Dealer State	IL
Comment Type	05		Attachments	
C u s t o m e r Comments				
T e c h n i c i a n Comments	RM 10/05/09 BRAKE MASTER LEAKING TECH STATES TCS LIGHT AND BRAKE LIGHT ON BRAKE MASTER LEAKING. KU11 MARKED ON BRAKE MASTER. Order parts, on back order til 10-23-09.			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17842
Production Date	08-May-2008	Warranty Start Date	19-Jun-2008

Open Date	10/05/2009	
Sequence Number	00274	
ECI Record Id	620421906	
Source Code	MAZDA Hotline	Source Claim # 000639091

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	IRWIN MAZDA
Customer/Contact Name Last		Dealer Code	51574
Customer/Contact City		Dealer City	FREEHOLD
Customer/Contact State		Dealer State	NJ
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	LH 10/05/09 LOW BRAKE FLUID C1327(M/C AND BOOSTER) LOW BRAKE FLUID LEVEL, DTC C1327 INSPECT BRAKES, NO EXTERNAL LEAKS replaced brake master cylinder and brake booster verified fix		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14820
Production Date	02-Apr-2008	Warranty Start Date	13-Dec-2008

Open Date	10/08/2009	
Sequence Number	00275	
ECI Record Id	620422550	
Source Code	MAZDA Hotline	Source Claim # 000639823

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	LOU BACHRODT MAZDA
Customer/Contact Name Last		Dealer Code	23885
Customer/Contact City		Dealer City	COCONUT CREEK
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 10/08/09 BRAKE MASTER LEAKS AROUND THE MASTER AND BOOSTER ENQUIRING... CALLED TECH LINE AND WAS TOLD TO REPLACED THE MASTER MORE-> CYLINDER AND THE BRAKE BOOSTER. REPLACED THE MASTER CYLINDER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21951
Production Date	21-May-2008	Warranty Start Date	13-Aug-2008

Open Date	10/09/2009
Sequence Number	00276
ECI Record Id	620422642
Source Code	MAZDA Hotline
Source Claim #	000639934

Symptom Information	
Symptom Code 1	no keyword found
Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid
Original Symptom 1	
Original Symptom 2	
Causal Component Base	Unknown Unknown

Report Details	
Customer/Contact First Name	
Dealer Name	HANCOCK MAZDA
Customer/Contact Last Name	
Dealer Code	34609
Customer/Contact City	
Dealer City	MESQUITE
Customer/Contact State	
Dealer State	TX
Comment Type	05
Attachments	
Customer Comments	
Technician Comments	JC 10/9/09 BRAKE FLUID LEAK*BOOSTER/MASTER THE FLUID IN THE MASTER IS LOW. INSPECTED THE SYSTEM AND FOUND NO LEAKS. replaced booster and m/cylinder per techline
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB28AX80 [REDACTED]
Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	16701
Production Date	20-Mar-2008
Warranty Start Date	17-Dec-2008

Open Date	10/16/2009	
Sequence Number	00278	
ECI Record Id	620423620	
Source Code	MAZDA Hotline	Source Claim # 000641048

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	leak-fluid
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	JOHN HINE MAZDA
Customer/Contact Last Name		Dealer Code	40202
Customer/Contact City		Dealer City	SAN DIEGO
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	<p>HAL 10/16/09 DSC,TCS,BRK LTS ON(M/C,BOOSTER) TECH STS THE ABS,DSC AND BRAKE WARNING LIGHTS ARE ON..THE CODE C1327 1X IN THEY TOPPED OFF THE FLUID...COULD NOT FIND A LEAK...TECH THINKS THE FLUID IS LEAKING INTO THE BOOSTER... BRAKE MASTER CYLINDER LEAK FLUID INTO BRAKE BOOSTER REF#641-048 (HENRY)CHECKED TCS & ABS BRAKE CONTROL SYSTEM AND OBTAINED DTC C1327.INSPECTED BRAKE FLUID LEVEL AS PER DTC C1327 MAZDA SERVICE MANUAL FLOW CHART AND FOUND BRAKE FLUID WAS LOW BY 1 CAN.ADDED BRAKE FLUID AND CHECKED BRAKE HYDRAULIC SYSTEM FOR LEAK.FOUND BRAKE MASTER CYLINDER LEAK FLUID INTO BRAKE BOOSTER. CONTACTED MAZDA TECH HOT LINE AND SPOKE TO HENRY WITH REF#641-048 ABOUT THE SYM</p>		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	24942
Production Date	07-Apr-2008	Warranty Start Date	16-May-2008

Open Date	10/19/2009	
Sequence Number	00280	
ECI Record Id	620423660	
Source Code	MAZDA Hotline	Source Claim # 000641091

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	LOU BACHRODT MAZDA
Customer/Contact Last Name		Dealer Code	23885
Customer/Contact City		Dealer City	COCONUT CREEK
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RM 10/19/09 BRAKE,TCS LIGHT ON(B MASTER & BOOSTER) TECH STATES BRAKE LIGH AND TCS LIGHT ON AND BRAKE FLUID LOW. ANOTHER TECH FOUND BRAKE FLUID LOW. NO EXTERANL LEAKS FOUND. Brake master leaking fluid into brake booster from back replaced master cyl & booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10066
Production Date	19-Jun-2008	Warranty Start Date	15-Feb-2009

Open Date	10/21/2009	
Sequence Number	00282	
ECI Record Id	620424031	
Source Code	MAZDA Hotline	Source Claim # 000641514

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	mod-indicator light/warning chime on	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name DELRAY MAZDA
Customer/Contact Name Last		Dealer Code 23855
Customer/Contact City		Dealer City DELRAY BEACH
Customer/Contact State		Dealer State FL
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	RM 10/21/09 BRAKE FLUID LOW ABS LIGHT ON(MASTER) TECH STATES BRAKE FLUID LOW TCS LIGHT IS ON NO SIGNS OF EXTERNAL LEAKS. found master cylinder to be leaking into brake booster	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A780 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 20710
Production Date	30-Jun-2008	Warranty Start Date 20-Sep-2008

Open Date	10/22/2009	
Sequence Number	00284	
ECI Record Id	620424311	
Source Code	MAZDA Hotline	Source Claim # 000641831

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	pedal concerns-service brake pedal	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	WAYNE MAZDA
Customer/Contact Last Name		Dealer Code	51563
Customer/Contact City		Dealer City	WAYNE
Customer/Contact State		Dealer State	NJ
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 10/22/09 BRAKE LIGHT ON LOW FLUID TECH STS BRAKE LIGHT ON FLUID LOW TECH STS BRAKE LIGHT ON FLUID LOW THEY REMOVED THE MASTER CYL AND HAD FLUIDLEAKING IN TO THE BOOSTER. M014 J0185 REPLACED MASTER CYL AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	11311
Production Date	24-Jun-2008	Warranty Start Date	29-Nov-2008

Open Date	10/26/2009	
Sequence Number	00285	
ECI Record Id	620424574	
Source Code	MAZDA Hotline	Source Claim # 000642120

Symptom Information		
Symptom Code 1	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details			
Customer/Contact Name	First		Dealer Name RAMSEY MAZDA
Customer/Contact Name	Last		Dealer Code 70533
Customer/Contact City			Dealer City URBANDALE
Customer/Contact State			Dealer State IA
Comment Type	03		Attachments
C u s t o m e r Comments			
T e c h n i c i a n Comments	TY 10/26/09 BRAKE FLUID LEAK(MSTR CYL&BOOSTER) TECH STS BRAKE FLUID LEAK TECH STS BRAKE FLUID LEAK, THE CUSTOMER HAS HAD TO TOP OFF.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A880	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14986
Production Date	26-May-2008	Warranty Start Date	20-Aug-2008

Open Date	10/26/2009	
Sequence Number	00286	
ECI Record Id	620424585	
Source Code	MAZDA Hotline	Source Claim # 000642131

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	no keyword found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	CAPITAL MAZDA OF CARY
Customer/Contact Name Last		Dealer Code	23850
Customer/Contact City		Dealer City	CARY
Customer/Contact State		Dealer State	NC
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	GF 10/26/09 BRAKE FLUID LOW L/ON-M/CYL BOOSTER C/STATES BK LIGHT IS ON TECH HAS CALLED WITH A C1327 CODE AND NO LEAKS FOUND REPLACE MASTER CYL. AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17495
Production Date	30-Jun-2008	Warranty Start Date	16-Aug-2008

Open Date	10/28/2009	
Sequence Number	00288	
ECI Record Id	620425038	
Source Code	MAZDA Hotline	Source Claim # 000642663

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF WESLEY CHAPEL
Customer/Contact Last Name		Dealer Code	23932
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	FL
Comment Type	03	Attachments	
Customer Comments			
Technician Comments	JC 10/28/09 BRAKE, ABS DSC LIGHTS ON THE LIGHTS ARE ON AND THE FLUID LEVEL IS LOW. CALLED FOR INFORMATION THE MASTER IS LEAKING INTO THE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9196
Production Date	25-Jun-2008	Warranty Start Date	06-Dec-2008

Open Date	10/29/2009	
Sequence Number	00289	
ECI Record Id	620425141	
Source Code	MAZDA Hotline	Source Claim # 000642787

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MILAM MAZDA
Customer/Contact Last Name		Dealer Code	10130
Customer/Contact City		Dealer City	PUYALLUP
Customer/Contact State		Dealer State	WA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LD 10/29/09 BRAKE MASTER LEAKS (RI) CLAIMS THAT THE BRAKE MASTER GETS LOW HAS INSPECTED ALL THE LINES AND COMPONENT FOR LEAKS AND NONE DETAECTED THE MASTER HAS A PT50 AND J0386 NUMBERS replaced master cylinder and booster per tech line due to fluid leaking into booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A380 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13898
Production Date	20-Feb-2008	Warranty Start Date	02-Nov-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620425245	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2009		

Report Details			
Source Claim Key	000642902	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Oct-2009
Version Series Code	AAAMR	Load Date	26-Jan-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50236
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FLEMINGTON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FLEMINGTON
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9087827500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jan-2010		

Customer Comment	
Technician Comment	DD 10/30/09 BRAKE PEDAL APPLYS WHILE DRIVING(BOOST BRAKE PEDAL APPLYS WHILE DRIVING TECH FOUND BOOSTER BAD AND REPL THE BRAKE BOOSTER INTERNAL SEAL BAD APPLYING THE BRAKES ALL THE TIME TECH STILL HAS BOOSTER REPLACED BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38C170	Engine Serial Number	CY 218853
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 3 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	11-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	10-Jul-2007
Build Country Code		Transmission Serial Number	
Mileage	83968	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Open Date	11/02/2009	
Sequence Number	00290	
ECI Record Id	620425492	
Source Code	MAZDA Hotline	Source Claim # 000643183

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name BOMMARITO MAZDA
Customer/Contact Last Name		Dealer Code 34469
Customer/Contact City		Dealer City SAINT PETERS
Customer/Contact State		Dealer State MO
Comment Type	05	Attachments
Customer Comments		
Technician Comments	LD 11/02/09 BRAKE MASTER LEAKS CLAIMS THAT THE BRAKE MASTER IS LEAKING HAS FOUND THE RESERVOIR EMPTY replaced brake master cylinder brake booster.#ku11 j0264	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A280 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 16851
Production Date	09-May-2008	Warranty Start Date 26-Jul-2008

Open Date	11/02/2009	
Sequence Number	00291	
ECI Record Id	620425502	
Source Code	MAZDA Hotline	Source Claim # 000643193

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	ROYAL MOORE MAZDA
Customer/Contact Name	Last		Dealer Code	10258
Customer/Contact City			Dealer City	HILLSBORO
Customer/Contact State			Dealer State	OR
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	DR 11/02/09 LOOSING BRAKE FLUID,NO LEAK BRAKE FLUID LEAK,NO EXTERNAL LEAK LEAKING FLUID MASTER CYL LEAKING INTO BOOSTER,REPLACED CYL/BOOSTER			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A180	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	11591
Production Date	08-Apr-2008	Warranty Start Date	01-Sep-2008

Open Date	11/04/2009	
Sequence Number	00292	
ECI Record Id	620425812	
Source Code	MAZDA Hotline	Source Claim # 000643530

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	DELRAY MAZDA
Customer/Contact Last Name		Dealer Code	23855
Customer/Contact City		Dealer City	DELRAY BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 11/4/09 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID, LEAKING INTO THE BOOSTER J2Z87 NU14 replaced brake master cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19495
Production Date	24-Jun-2008	Warranty Start Date	08-Aug-2008

Open Date	11/04/2009	
Sequence Number	00293	
ECI Record Id	620425861	
Source Code	MAZDA Hotline	Source Claim # 000643581

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/ poor fit
Symptom Code 3	no keyword found	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name GAITHERSBURG MAZDA
Customer/Contact Name	Last		Dealer Code 51486
Customer/Contact City			Dealer City GAITHERSBURG
Customer/Contact State			Dealer State MD
Comment Type	05		Attachments
Customer Comments			
Technician Comments	RC 11/4/09 BRAKE LITE ON,LOW ON FLUID CSTM STS DL STS THINKS FLUID IS LEAKING INTO THE BOOSTER Brake master cylinder and brake booster ordered to correct customer complaint. Customer will return for repairs.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A180	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13871
Production Date	18-Mar-2008	Warranty Start Date	27-Jul-2008

Open Date	11/04/2009
Sequence Number	00294
ECI Record Id	620425922
Source Code	MAZDA Hotline
Source Claim #	000643653

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name BOMMARITO MAZDA
Customer/Contact Name	Last		Dealer Code 34469
Customer/Contact City			Dealer City SAINT PETERS
Customer/Contact State			Dealer State MO
Comment Type	05		Attachments
Customer Comments			
Technician Comments	RM 11/04/09 ABS/TCS/BRAKE LIGHT ON TECH STATES BRAKE WARNING LIGHT ON.BRAKE FLUID LOW K011 STAMPED ON BRAKE MASTER. replace brake booster & master cyl leaking brake fluid		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A680	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14713
Production Date	09-May-2008	Warranty Start Date	30-Jan-2009

Open Date	11/05/2009	
Sequence Number	00297	
ECI Record Id	620426103	
Source Code	MAZDA Hotline	Source Claim # 000643849

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	nvh-noisy operation
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	MILLER MAZDA
Customer/Contact Name Last		Dealer Code	34405
Customer/Contact City		Dealer City	WACO
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	DD 11/05/09 BRAKE FLUID LOW BRAKE FLUID LOW CALLING FOR THE UPDATED PART NUMBER HEARD FROM CONFERENCE CALL ABOUT MASTER CYLINDER LEAKING Replaced master cyclinder and booster unit.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	23217
Production Date	18-Jun-2008	Warranty Start Date	11-Aug-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620426329	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2009		

Report Details			
Source Claim Key	000644115	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	10
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Nov-2009
Version Series Code		Load Date	26-Jan-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23885
Causal Part Name	unknown	Dealer Name	LOU BACHRODT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	COCONUT CREEK
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	9542475000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jan-2010		

Customer Comment	
Technician Comment	DD 11/09/09 BRAKE LIGHT ON FLUID LEAKING(PG4) BRAKE LIGHT ON FLUID LEAKING CALLING FOR INFO CALLED TECH LINE AND WAS AUTHORIZED TO REPLACE BOTH THE MASTER CYLINDER AND THE BRAKE BOOSTER. REPLACED THE MASTER CYLINDER AND BRAKE BOOSTER. BLEED BRAKE SYSTEM AND TESTED ALL OK AT THIS TIME. MILES IN 7981. MILES OUT 7986. P0402XRX 2.0. REF 644115. SPOKE TO DAVE
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A190	Engine Serial Number	CA 10257058
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	7981	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Open Date	11/09/2009	
Sequence Number	00299	
ECI Record Id	620426347	
Source Code	MAZDA Hotline	Source Claim # 000644133

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-failed gasket/seal/ weatherstrip
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	SOUTH MOTORS MAZDA
Customer/Contact Last Name		Dealer Code	23940
Customer/Contact City		Dealer City	MIAMI
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 11/9/09 TCS BRAKE LIGHTS ON-M/CYL BOOSTER C/STATES TCS AND BRAKE LIGHTS ARE ON TECH HAS CALLED ABOUT A LEAKING MASTER CYL LOW ON FLUID FOR A 2ND TIME HE HAS FOUND M/CYL LEAKING INTO BOOSTER low fluid caused by leak on rear seal of master cylinder. r+r brake booster and master cylinder.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17916
Production Date	03-Jun-2008	Warranty Start Date	

Open Date	11/16/2009	
Sequence Number	00300	
ECI Record Id	620427260	
Source Code	MAZDA Hotline	Source Claim # 000645194

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name	First	Dealer Name GREEN MAZDA
Customer/Contact Name	Last	Dealer Code 61554
Customer/Contact City		Dealer City SPRINGFIELD
Customer/Contact State		Dealer State IL
Comment Type	05	Attachments
Customer Comments		
Technician Comments	LD 11/16/09 BRAKE MASTER LEAKS BRAKE MASTER LEAKS BETWEEN THE MASTER AND BOOSTER replaced master cylinder and brake booster	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A780 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 34069
Production Date	25-Apr-2008	Warranty Start Date 28-Jul-2008

Open Date	11/16/2009	
Sequence Number	00301	
ECI Record Id	620427308	
Source Code	MAZDA Hotline	Source Claim # 000645245

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	ROYAL PALM MAZDA
Customer/Contact Name Last		Dealer Code	23944
Customer/Contact City		Dealer City	ROYAL PALM BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	LH 11/16/09 LOW BRAKE FLUID BRAKE LIGHT AND TCS LIGHT ON LOW BRAKE FLUID, NO EXTERNAL LEAKS low on brake fluid found leaking brake master cylinder,replace masterand booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18987
Production Date	09-Apr-2008	Warranty Start Date	26-Dec-2008

Open Date	11/18/2009	
Sequence Number	00304	
ECI Record Id	620427600	
Source Code	MAZDA Hotline	Source Claim # 000645573

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	CHAMPION MAZDA
Customer/Contact Last Name		Dealer Code	34424
Customer/Contact City		Dealer City	CORPUS CHRISTI
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 11/18/09 BRAKE/TSC LIGHT ON(MASTER/BOOSTER) BRAKE/TSC LIGHT ON NO LEAKS ANYHWERE AND FLUID LEVEL IS LOW HAS CODE 8U12 ON THE MASTER pulled code for low brake fluid, found brake fluid leaking from master cyl, to brake booster. replaced brake master cyl and brake booster. when booster was removed, it was filled with brake fluid.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	16507
Production Date	17-Jun-2008	Warranty Start Date	15-Aug-2008

Open Date	11/18/2009	
Sequence Number	00305	
ECI Record Id	620427608	
Source Code	MAZDA Hotline	Source Claim # 000645582

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	no keyword found
Symptom Code 5	pedal concerns-service brake pedal		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name THE AUTOBARN MAZDA EVANSTON
Customer/Contact Name	Last		Dealer Code 61535
Customer/Contact City			Dealer City EVANSTON
Customer/Contact State			Dealer State IL
Comment Type	03		Attachments
Customer Comments			
Technician Comments	DR 11/18/09 BRAKE LITE ON,LOW ON FLUID VEHICLE CAME IN LOW ON FLUID,BRAKE LITE ON FOUND BRAKE FLUID LEVEL, NO LEAKS VISIBLE		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	22079
Production Date	23-May-2008	Warranty Start Date	11-Jul-2008

Open Date	11/19/2009	
Sequence Number	00306	
ECI Record Id	620427774	
Source Code	MAZDA Hotline	Source Claim # 000645780

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name HANCOCK MAZDA
Customer/Contact Name	Last		Dealer Code 34609
Customer/Contact City			Dealer City MESQUITE
Customer/Contact State			Dealer State TX
Comment Type	05		Attachments
C u s t o m e r Comments			
T e c h n i c i a n Comments	DR 11/19/09 BRAKE FLUID LOSS LOSS OF BRAKE FLUID,NO VISIBLE LEAKS FOUND LEAKAGE REAR OF M/C replaced brake master cylinder and brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18975
Production Date	16-Apr-2008	Warranty Start Date	16-Dec-2008

Open Date	11/19/2009	
Sequence Number	00307	
ECI Record Id	620427839	
Source Code	MAZDA Hotline	Source Claim # 000645865

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name COLONIAL MAZDA
Customer/Contact Name Last		Dealer Code 51578
Customer/Contact City		Dealer City DANBURY
Customer/Contact State		Dealer State CT
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	DD 11/19/09 BRAKE/TSC LIGHT ON BRAKE/TSC LIGHT ON FLUID LEVEL IS LOW AND NO LEAKS J0205 MU10 REPLACED BRAKE MASTER CYLINDER AND BOOSTER ASSY— BLWEED BRAKES AND TESTED	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V280 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 18426
Production Date	24-Jun-2008	Warranty Start Date 01-Oct-2008

Open Date	11/23/2009	
Sequence Number	00308	
ECI Record Id	620428072	
Source Code	MAZDA Hotline	Source Claim # 000646143

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	BANKSTON MAZDA OF FORT WORTH
Customer/Contact Last Name		Dealer Code	34398
Customer/Contact City		Dealer City	FORT WORTH
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 11/23/09 LOW BRAKE FLUID LOW BRAKE FLUID AND THE WARNING LIGHTS ON, NO EXTERNALLEAKS. LOW BRAKE FLUID AND THE WARNING LIGHTS ON, NO EXTERNAL LEAKS. NU13 J0047 replaced leaking master cylinder & brake booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17987
Production Date	18-Jun-2008	Warranty Start Date	22-Oct-2008

Open Date	11/23/2009	
Sequence Number	00309	
ECI Record Id	620428088	
Source Code	MAZDA Hotline	Source Claim # 000646159

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details				
Customer/Contact Name	First		Dealer Name	OXMOOR MAZDA
Customer/Contact Name	Last		Dealer Code	34638
Customer/Contact City			Dealer City	LOUISVILLE
Customer/Contact State			Dealer State	KY
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	DR 11/23/09 LOOSING BRAKE FLUID LOOSING BRAKE FLUID LOOSING FLUID,NO VISIBLE LEAK FOUND M/C CODE U11 brake booster and master cylinder ordered			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	35461
Production Date	08-May-2008	Warranty Start Date	25-Jun-2008

Open Date	11/23/2009	
Sequence Number	00310	
ECI Record Id	620428125	
Source Code	MAZDA Hotline	Source Claim # 000646202

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	mod-codes found
Symptom Code 5	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1	Original Symptom 2		
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name ALEXANDER MAZDA
Customer/Contact Name	Last		Dealer Code 34652
Customer/Contact City			Dealer City FRANKLIN
Customer/Contact State			Dealer State TN
Comment Type	05		Attachments
Customer Comments			
Technician Comments	HAL 11/23/09 BSM, BRK & TCS LTS ON, LOW BRK FLUID TECH STS THE BSM, TCS AND BRAKE LIGHTS ARE ON..THE CODEC1327 IS STORED...TEH BRAKE FLUID LEVEL IS LOW... TECH COULD NOT FIND ANY VISIBLE LEAKS... 12/17 RH; REPLACED BRAKE BOOSTER/MASTER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	16205
Production Date	26-Jun-2008	Warranty Start Date	08-Sep-2008

Open Date	11/24/2009	
Sequence Number	00311	
ECI Record Id	620428407	
Source Code	MAZDA Hotline	Source Claim # 000646541

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	mod-location-interior	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	J.N. MAZDA
Customer/Contact Last Name		Dealer Code	10901
Customer/Contact City		Dealer City	HONOLULU
Customer/Contact State		Dealer State	HI
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 11/24/09 BRAKE FLUID LEAK INSIDE VEH(MSTR/BSTR) TECH STATES THE BRAKE FLUID LEVEL LIGHT IS ON AND THERE IS A FLUID LEAK INSIDE THE VEH AT THE PEDAL LAST TIME IN THEY DIDNT SEE ANY LEAKS EXTERNALLY SO THEY TOPPED UP THE FLUID AND RELEASED THE VEH. REPLACED THE BRAKE MASTERCYLINDER AND BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	4442
Production Date	06-May-2008	Warranty Start Date	30-Mar-2009

Open Date	12/08/2009	
Sequence Number	00315	
ECI Record Id	620429705	
Source Code	MAZDA Hotline	Source Claim # 000648143

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name HERZOG/MEIER MAZDA
Customer/Contact Name	Last		Dealer Code 10276
Customer/Contact City			Dealer City BEAVERTON
Customer/Contact State			Dealer State OR
Comment Type	05		Attachments
Customer Comments			
Technician Comments	RM 12/08/09 TCS LIGHT B1327 TECH STATES TCS LIGHT ON BRAKE FLUID LOW NO SIGNS OF LEAKS AND PADS ARE 10/32 replaced master cylinder and brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14589
Production Date	23-May-2008	Warranty Start Date	04-Aug-2008

Open Date	12/10/2009	
Sequence Number	00318	
ECI Record Id	620430083	
Source Code	MAZDA Hotline	Source Claim # 000648597

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name GARLYN SHELTON MAZDA OF BRYAN
Customer/Contact Name	Last		Dealer Code 34400
Customer/Contact City			Dealer City BRYAN
Customer/Contact State			Dealer State TX
Comment Type	03		Attachments
Customer Comments			
Technician Comments	LH 12/10/09 BRAKE WARNING LIGHT,LOW FLUID BRAKE WARNING LIGHT ON BRAKE FLUID LOW IN RESERVIOR, FLUID LEAKING FROM MASTER CYLINDER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18757
Production Date	25-Apr-2008	Warranty Start Date	30-Aug-2008

Open Date	12/17/2009	
Sequence Number	00320	
ECI Record Id	620430718	
Source Code	MAZDA Hotline	Source Claim # 000649489

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name BONIFACE-HIERS MAZDA
Customer/Contact Name	Last		Dealer Code 23684
Customer/Contact City			Dealer City MELBOURNE
Customer/Contact State			Dealer State FL
Comment Type	05		Attachments
Customer Comments			
Technician Comments	RM 12/17/09 TCS LIGHT C1327(B MASTER) TECH STATES TCS LIGHT ON LOW OF BRAKE FLUID NO EXTERNAL LEAKS. PADS ARE ALMOST 100% Replaced booster and master cylinder.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13736
Production Date	25-Jun-2008	Warranty Start Date	22-Sep-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620431178	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2009		

Report Details			
Source Claim Key	000650157	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	12
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Dec-2009
Version Series Code		Load Date	26-Jan-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23855
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DELRAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DELRAY BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5612787800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jan-2010		

Customer Comment	
Technician Comment	LH 12/22/09 LOW BRAKE FLUID DTC C1327(MC/BOOSTER BRAKE LIGHT ON, C1327 BRAKE FLUID LOW, FLUID LEAKING FROM MASTER CYLINDER. Replaced brake master cylinder and brake booster.
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A490	Engine Serial Number	CA 10262969
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	24-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	16223	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Open Date	12/28/2009	
Sequence Number	00324	
ECI Record Id	620431393	
Source Code	MAZDA Hotline	Source Claim # 000650490

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact Name First		Dealer Name BIGGERS MAZDA
Customer/Contact Name Last		Dealer Code 61542
Customer/Contact City		Dealer City ELGIN
Customer/Contact State		Dealer State IL
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	TY 12/28/09 BRAKE FLUID LOW C1327 TECH STS BRAKE FLUID LOW C1327 TECH STS BRAKE FLUID LOW C1327 HU13 J0128 found brake fluid leaking from master cylinder into booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A980 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 13479
Production Date	22-Apr-2008	Warranty Start Date 09-Sep-2008

Open Date	12/28/2009	
Sequence Number	00325	
ECI Record Id	620431411	
Source Code	MAZDA Hotline	Source Claim # 000650527

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name NAPLES MAZDA
Customer/Contact Name Last		Dealer Code 23926
Customer/Contact City		Dealer City NAPLES
Customer/Contact State		Dealer State FL
Comment Type	05	Attachments
Customer Comments		
Technician Comments	LH 12/28/09 LOW BRAKE FLUID LEVEL(MC/BOOSTER) LOW BRAKE FLUID LEVEL CUSTOMER STATES HAS TO ADD BRAKE FLUID EVERY 3 MONTHS, INSPECT FOR LEAKS, CHECK BRAKE PADS NOT WORN OUT Replaced brake master cylinder and replaced brake booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A180 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 27995
Production Date	06-May-2008	Warranty Start Date 30-Jun-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620432203	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-rotor/drum—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000652112	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	8
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Jan-2010
Version Series Code		Load Date	26-Jan-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	60346
Causal Part Name	unknown	Dealer Name	SIEMANS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT JOSEPH
Non Causal Part Numbers		Dealer State/Province	MI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2699824113
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22 -Feb-2010		

Customer Comment	
Technician Comment	BS 01/07/10 BRAKE LIGHT ON,FLUID LOW(MSTR/BSTR) TECH STATES THE BRAKE FLUID,DSC,TCS MILS ARE ALL ON. TECH STATES THE FLUID LEVEL IS LOW BUT NO LEAKS FOUND CALLED FOR ADVICE found maste4r cyl leaking into booster, replaced master cyl and booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A990	Engine Serial Number	CA 10286594
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	10-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	22-May-2009
Build Country Code		Transmission Serial Number	
Mileage	8109	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Open Date	01/26/2010	
Sequence Number	00328	
ECI Record Id	620432590	
Source Code	MAZDA Hotline	Source Claim # 000654786

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-failed gasket/seal/weatherstrip
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF CRYSTAL LAKE
Customer/Contact Last Name		Dealer Code	60172
Customer/Contact City		Dealer City	CRYSTAL LAKE
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 01/26/10 MIL ON C1327(MASTER/BOOSTER) MIL ON C1327 CALLING FOR INFO BRAKE FLUID WAS LOW AND FOUND NO LEAK AT THIS TIME replaced brake master cylinder and booster per master seal leaking into booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14356
Production Date	20-Jun-2008	Warranty Start Date	29-Nov-2008

Open Date	01/26/2010	
Sequence Number	00330	
ECI Record Id	620432689	
Source Code	MAZDA Hotline	Source Claim # 000654897

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	NELSON MAZDA
Customer/Contact Last Name		Dealer Code	34245
Customer/Contact City		Dealer City	TULSA
Customer/Contact State		Dealer State	OK
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DR 01/26/10 BRAKE FLUID LEAK BRAKE FLUID LEVEL LOW,LEAKING INTO BOOSTER LEAKING INTO BOOSTER replaced brake master cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19942
Production Date	31-Mar-2008	Warranty Start Date	20-Dec-2008



Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620433068	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000655319	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	15
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Jan-2010
Version Series Code		Load Date	02-Feb-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50237
Causal Part Name	unknown	Dealer Name	RAMSEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	RAMSEY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Feb-2010		
Customer Comment			
Technician Comment	LD 01/29/10 BRAKE FLUID LEAK (RI) THE MASTER IS LOW ENQUIRING... brake booster and master cyl		
CQIS Recommendations			

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V390	Engine Serial Number	CA 10269132
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	21-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	21312	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	02/01/2010	
Sequence Number	00335	
ECI Record Id	620433418	
Source Code	MAZDA Hotline	Source Claim # 000655693

Symptom Information			
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2	no keyword found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name GALPIN MAZDA
Customer/Contact Name	Last		Dealer Code 42033
Customer/Contact City			Dealer City VAN NUYS
Customer/Contact State			Dealer State CA
Comment Type	05		Attachments
Customer Comments			
Technician Comments	BS 02/01/10 BRAKE FLUID LEVEL LOW(MASTER CYL) CUST STATES THE BRAKE FLUID LEVEL WARNING LIGHT IS ON. TECH STATES THERE ARE NO EXTERNAL LEAKS PRESENT Replace leaky Master cylinder		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	32499
Production Date	14-Apr-2008	Warranty Start Date	30-Aug-2008

Open Date	02/02/2010	
Sequence Number	00336	
ECI Record Id	620433458	
Source Code	MAZDA Hotline	Source Claim # 000655733

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	no keyword found
Symptom Code 5	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Symptom Code 7	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	EL DORADO MAZDA
Customer/Contact Last Name		Dealer Code	34459
Customer/Contact City		Dealer City	MCKINNEY
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 2/2/10 BRAKE LITE C1327,LOW FLUID DL STS THE BRAKE FLUID IS BELOW THE MIN. MARK DL STS THERE ARE NO LEAKS ANY WHERE FOUND MASTER CYLINDER LEAKING INTO BOOSTER.REPLACED BPTH		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19581
Production Date	24-Apr-2008	Warranty Start Date	31-Oct-2008

Open Date	02/05/2010	
Sequence Number	00339	
ECI Record Id	620434088	
Source Code	MAZDA Hotline	Source Claim # 000656429

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	mod-codes found
Symptom Code 3	function-stays on	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	GALPIN MAZDA
Customer/Contact Name	Last		Dealer Code	42033
Customer/Contact City			Dealer City	VAN NUYS
Customer/Contact State			Dealer State	CA
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	HAL 02/05/10 TCS,BRAKE,ABS LTS,3 CODES TECH STS THE ABS LT,BRAKE LT AND TCS LTS ARE ON...THE CODES ARE C1327-ABS,U2064-A0-IC AND U0140-20-LTM ARE STORED... TECH STS THE M/S IS LEAKING INTO THE BOOSTER... TDY14380ZA VACUUM POWER ASSIST 1 102.38 TD114340ZA MASTER CYLINDER 1 72.81 000077130E10 DOT 3 BRAKE FLUID 3 11.55 L23266490 SWITCH,STOP LAMP 1 25.76 (FOR BRAKE LT STAYS ON ALL THE TIME)...			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28V080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20726
Production Date	23-May-2008	Warranty Start Date	23-Oct-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620435943	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000658492	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Feb-2010
Version Series Code		Load Date	01 -Mar-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51543
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MAHATTAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NEW YORK
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01 -Mar-2010		

Customer Comment	
Technician Comment	TY 2/22/10 BRAKE FLUID TECH STS BRAKE FLUID LEAK INTO BOOSTER TECH STS BRAKE FLUID LEAK INTO BOOSTER J6540 0U44 REPLACED BOOSTER / MASTER CYLINDER AND BOTH REAR CALIPERS
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V290	Engine Serial Number	CA 10287426
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	23-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	05-May-2009
Build Country Code		Transmission Serial Number	
Mileage	5870	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	03/05/2010	
Sequence Number	00352	
ECI Record Id	620437818	
Source Code	MAZDA Hotline	Source Claim # 000660562

Symptom Information		
Symptom Code 1	air in system	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name RUSTY WALLACE MAZDA
Customer/Contact Name Last		Dealer Code 34534
Customer/Contact City		Dealer City TALBOTT
Customer/Contact State		Dealer State TN
Comment Type	05	Attachments
Customer Comments		
Technician Comments	TY 3/5/10 BOTH REAR CALIPERS LEAKING TECH STS BOTH REAR CALIPERS LEAKING FLUID TECH STS BOTH REAR CALIPERS LEAKING FLUID tech also found brake fluid in booster replaced master cly booster and both rear calipers sent pics in also of rear calipers installed all parts bled system and retested returned to customer.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A580 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 17587
Production Date	20-May-2008	Warranty Start Date 25-Oct-2008

Open Date	03/10/2010	
Sequence Number	00354	
ECI Record Id	620438347	
Source Code	MAZDA Hotline	Source Claim # 000661145

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid	Symptom Code 6	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name PARTYKA MAZDA
Customer/Contact Name	Last		Dealer Code 50709
Customer/Contact City			Dealer City HAMDEN
Customer/Contact State			Dealer State CT
Comment Type	05		Attachments
Customer Comments			
Technician Comments	LH 03/10/10 LOW BRAKE FLUID,TCS LIGHT ON TCS LIGHT ON, BRAKE FLUID LOW WARRANTY HISTORY SHOWS MASTER CYLINDER CHARGED OUT REPLACED MASTER AND BRAKE BOOSTER. MASTER WAS BYPASSING/LEAKING FLUID AND Was ending up in booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V680	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	26701
Production Date	10-Apr-2008	Warranty Start Date	18-Sep-2008

Open Date	03/11/2010	
Sequence Number	00355	
ECI Record Id	620438581	
Source Code	MAZDA Hotline	Source Claim # 000661403

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	ROMERO MAZDA
Customer/Contact Last Name		Dealer Code	41978
Customer/Contact City		Dealer City	ONTARIO
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DR 03/11/10 BRAKE FLUID GOES LOW LOOSES BRAKE FLUID,NO EXTERNAL LEAKS HAS DUPLICATED REPLACED BRAKE MASTER CYLINDER AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20811
Production Date	18-Apr-2008	Warranty Start Date	02-Sep-2008

Open Date	03/11/2010	
Sequence Number	00356	
ECI Record Id	620438591	
Source Code	MAZDA Hotline	Source Claim # 000661413

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details				
Customer/Contact Name	First		Dealer Name	FOOTHILLS MAZDA
Customer/Contact Name	Last		Dealer Code	10158
Customer/Contact City			Dealer City	SPOKANE
Customer/Contact State			Dealer State	WA
Comment Type	05		Attachments	
Customer Comments				
Technician Comments	RC 3/11/10 BRAKE LITE ,ABS TCS DL STS THE CSTM WAS IN ONCE BEFORE WITH THE BRAKE FLUID LOW,NO SIGNS OF LEAKS DL REMOVED THE MASTER THIS TIME AND FOUND FLUID IN THE BOOSTER Replaced leaking m/cyl and brake booster			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A180	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9074
Production Date	03-Apr-2008	Warranty Start Date	26-Dec-2008

Open Date	03/15/2010	
Sequence Number	00357	
ECI Record Id	620438898	
Source Code	MAZDA Hotline	Source Claim # 000661749

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	misaligned/out of position/adjustment/poor fit
Symptom Code 5	leak-fluid	Symptom Code 6	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name GALPIN MAZDA
Customer/Contact Name	Last		Dealer Code 42033
Customer/Contact City			Dealer City VAN NUYS
Customer/Contact State			Dealer State CA
Comment Type	05		Attachments
Customer Comments			
Technician Comments	HAL 03/15/10 BRAKE/ABS/TCS LTS ON,FLUID LOW TECH STS THE BRAKE,ABS AND TCS LTS ARE ON... C1327 EO-ABS AND U2064-IC ARE STORED...HE STS THE RESERVOIR IS ABOUT 1/2 WAY * FOUND THE M/C LEAKING INTO THE BOOSTER.. closed before CALLED DLR TO REVEIW...THEY REPLACED THE M/C AND BOOSTER... TDY14380ZA VACUUM POWER ASSIST 1 102.38 TD114340ZA MASTER CYLINDER 1 72.81 000077130E10 DOT 3 BRAKE FLUID 3 11.55		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18354
Production Date	06-Jun-2008	Warranty Start Date	14-Jul-2008

Open Date	03/25/2010	
Sequence Number	00360	
ECI Record Id	620440442	
Source Code	MAZDA Hotline	Source Claim # 000663454

Symptom Information		
Symptom Code 1	mod-codes found	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact Name First		Dealer Name MORRIES MAZDA
Customer/Contact Name Last		Dealer Code 10809
Customer/Contact City		Dealer City MINNETONKA
Customer/Contact State		Dealer State MN
Comment Type	05	Attachements
Customer Comments		
Technician Comments	DD 03/25/10 BRAKE LIGHT ON C1327 BRAKE LIGHT ON C1327 HAS THE CODE AND BRAKES ARE GOOD ADDED FLUID AND LIGHT WENT OUT CALLING TO SEE IF NEED TO REPL THE BOOSTER AND THE MASTER replaced the brake master cylinder and booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A380 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 44279
Production Date	25-Apr-2008	Warranty Start Date 17-Jan-2009

Open Date	03/30/2010	
Sequence Number	00363	
ECI Record Id	620440967	
Source Code	MAZDA Hotline	Source Claim # 000664042

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	GIUFFRE MAZDA
Customer/Contact Last Name		Dealer Code	51584
Customer/Contact City		Dealer City	BROOKLYN
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 3/30/10 BRAKES C1288 TECH STS BRAKE FLUID LEAK AND CODE C1288 TECH STS BRAKE FLUID LEAK AND CODE C1288, REPLACED THE MASTER CYL FOR LEAK BUT STILL HAVE CODE. replaced master and booster PNMC TD74437A0C UNIT, HYDRAULIC-ABS 1 LABOR P0502XRX 0.5 ABS HYDRAULIC UNIT, R&R		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V980 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20424
Production Date	09-Oct-2007	Warranty Start Date	27-Dec-2007

Open Date	04/01/2010	
Sequence Number	00364	
ECI Record Id	620441398	
Source Code	MAZDA Hotline	Source Claim # 000664511

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	no problem found
Symptom Code 5	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	MILAM MAZDA
Customer/Contact Last Name		Dealer Code	10130
Customer/Contact City		Dealer City	PUYALLUP
Customer/Contact State		Dealer State	WA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 4/1/10 C1327 BRAKE FLUID LOW CSTM STS BRAKE LITE ON DL REMOVED THE WHEELS CHECK FOR LEAKS NONE FOUND replaced master cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18936
Production Date	22-May-2008	Warranty Start Date	12-Sep-2008

Open Date	04/02/2010	
Sequence Number	00366	
ECI Record Id	620441698	
Source Code	MAZDA Hotline	Source Claim # 000664829

Symptom Information		
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact Name First		Dealer Name COURTESY MAZDA LAS VEGAS
Customer/Contact Name Last		Dealer Code 42054
Customer/Contact City		Dealer City LAS VEGAS
Customer/Contact State		Dealer State NV
Comment Type	05	Attachments
Customer Comments		
Technician Comments	DD 04/02/10 TCS/ABS LIGHT ON TCS/ABS LIGHT ON BRAKE FLUID LOW NO EXTERANL LEAKS REMOVED THE MASTER AND FOUND FLUID LEAKING FROM THE MASTER INTO THE BOOSTER REPLACE BRAKE BOOSTER AND MASTER CYLINDER.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A280 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 13504
Production Date	15-Apr-2008	Warranty Start Date 28-Feb-2009

Open Date	04/02/2010	
Sequence Number	00367	
ECI Record Id	620441700	
Source Code	MAZDA Hotline	Source Claim # 000664831

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning chime on
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name COURTESY MAZDA LAS VEGAS
Customer/Contact Last Name		Dealer Code 42054
Customer/Contact City		Dealer City LAS VEGAS
Customer/Contact State		Dealer State NV
Comment Type	05	Attachments
Customer Comments		
Technician Comments	DD 04/02/10 TSC/ABS LIGHT ON TSC/ABS LIGHT ON BRAKE FLUID LOW NO EXTERNAL LEAKS REPLACING BRAKE BOOSTER AND MASTER CYLINDER FOR CONCERN	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28V680 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 14704
Production Date	06-Jun-2008	Warranty Start Date



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620442446	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no problem found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000665654	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Apr-2010
Version Series Code		Load Date	11-Apr-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61578
Causal Part Name	unknown	Dealer Name	RAY SKILLMAN MAZDA WEST
Non Causal Part Prefix-Base-Suffix		Dealer City	INDIANAPOLIS
Non Causal Part Numbers		Dealer State/Province	IN
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3172938060
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Apr-2010		

Customer Comment	
Technician Comment	LH 04/08/10 HISSING NOISE PRESSING BRAKE PEDAL CUSTOMER STATES BRAKE PEDAL WENT TO FLOOR AND HISSING NOISE PRESSING BRAKE PEDAL UNABLE TO DUPLICATE PEDAL GOING TO FLOOR. HAS HISSING NOISE FROM BRAKE BOOSTER master cyl leak at rear seal. replace mastercylinder and brake booster.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38Y370	Engine Serial Number	CY 219290
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	16-May-2007	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	27-Nov-2007
Build Country Code		Transmission Serial Number	
Mileage	26675	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Open Date	04/16/2010	
Sequence Number	00372	
ECI Record Id	620443573	
Source Code	MAZDA Hotline	Source Claim # 000666901

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name WYOMING VALLEY MAZDA
Customer/Contact Last Name		Dealer Code 51495
Customer/Contact City		Dealer City LARKSVILLE
Customer/Contact State		Dealer State PA
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	LD 04/16/10 BRAKE MASTER LEAKS (RI) LEAKS INSIDE THE BOOSTER DEALER HAS ADDED FLUID ON THE LAST VISIT REPLACED MASTER CYL AND BOOSTER AS PER TECHLINE	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V680 [REDACTED]	Engine 3.7L DOHC V6 GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 18670
Production Date	08-Apr-2008	Warranty Start Date 20-Jun-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620444215	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	odor
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	odor
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	odor
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000667609	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	5
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Apr-2010
Version Series Code		Load Date	26-Apr-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42084
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FREMONT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWARK
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5106515600
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-May-2010		

Customer Comment	
Technician Comment	BS 04/21/10 MIL ON P1327(MSTR/BOOSTER) TECH STATES THE MIL IS SET AND BRAKE FLUID LEVEL IS LOW TECH STATES THERE ARE NO LEAKS EXTERNALLY,CALIPERS,LINES AND FITTINGS TEST GOOD,NO LEAKS. TECH STATES HE PULLED THE MASTER CYL AND CAN SMELL BRAKE FLUID MASTER CYL LEAKING INTO BOOSTER REPL RECK VEH OK
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V690	Engine Serial Number	CA 10271683
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	29-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	3066	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	04/23/2010	
Sequence Number	00375	
ECI Record Id	620444624	
Source Code	MAZDA Hotline	Source Claim # 000668052

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name WESTCOTT MAZDA
Customer/Contact Name	Last		Dealer Code 40206
Customer/Contact City			Dealer City NATIONAL CITY
Customer/Contact State			Dealer State CA
Comment Type	05		Attachments
Customer Comments			
Technician Comments	RM 04/23/10 ABS/TCS LIGHT ON B FLUID LOW TECH STATES ABS/TCS LIGHT ON BRAKE FLUID LOW NO EXTERNAL LEAKS FOUND...BRAKE MASTER ALMOST EMPTY. brake master cylinder fluid leak into power brake unit . replaced master and power brake unit.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V880 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	29985
Production Date	10-Apr-2008	Warranty Start Date	25-Aug-2008

Open Date	04/26/2010	
Sequence Number	00376	
ECI Record Id	620444725	
Source Code	MAZDA Hotline	Source Claim # 000668168

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	contaminated/foreign
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Name	Last		Dealer Code 51614
Customer/Contact City			Dealer City MORRISTOWN
Customer/Contact State			Dealer State NJ
Comment Type	05		Attachments
Customer Comments			
Technician Comments	TY 4/26/10 BRAKE FLUID LEAK TECH STS BRAKE FLUID LEAK INTO BOOSTER. TECH STS BRAKE FLUID LEAK INTO BOOSTER. J0419 _U05 THEY CANT READ THE 1ST DIGIT. AS PER TECH LINE REF #668168 PULLED CODE B1327 LOW ABS FLUID IN ABS, MASTER CYLANDER WAS EMPTY CORRECTION REPLACED BRAKE BOOSTER AND MASTER CYLANDER AS PER TECH LINE REPLACED BOOSTER DUE TO CONTAMINATION, BLEED BRAKE SYSTEM		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18772
Production Date	14-Apr-2008	Warranty Start Date	23-Jun-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620444728	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000668171	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	34
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Apr-2010
Version Series Code	AAAAR	Load Date	02 -May-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51614
Causal Part Name	unknown	Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Non Causal Part Prefix-Base-Suffix		Dealer City	MORRISTOWN
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9737961300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23 -May-2010		

Customer Comment	
Technician Comment	TY 4/26/10 BRAKE FLUID LEAK TECH STS BRAKE FLUID LEAK TECH STS BRAKE FLUID LEAKING IN THE BOOSTER FROM MASTER CYL. AS PER MAZDA TECH LINE TOM REFERANCE 668171 CORRECTION REPLACED MASTER BRAKE CYLANDER AND BRAKE BOOSTER ROAD TEST OK.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38Y170	Engine Serial Number	CY 216650
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	29-Mar-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Jul-2007
Build Country Code		Transmission Serial Number	
Mileage	25042	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	04/30/2010
Sequence Number	00377

ECI Record Id	620445483
Source Code	MAZDA Hotline
Source Claim #	000669018

Symptom Information	
Symptom Code 1	fluid level-insufficient fluid
Symptom Code 2	function-shuts off
Symptom Code 3	leak-fluid
Symptom Code 4	misaligned/out of position/adjustment/poor fit
Symptom Code 5	no keyword found
Symptom Code 6	pedal concerns-service brake pedal
Symptom Code 7	function-malfunction/inoperative
Original Symptom 1	
Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE

Report Details	
Customer/Contact First Name	
Dealer Name	BUTCH OUSTALET MAZDA
Customer/Contact Last Name	
Dealer Code	34637
Customer/Contact City	
Dealer City	GULFPORT
Customer/Contact State	
Dealer State	MS
Comment Type	05
Attachments	
Customer Comments	
Technician Comments	EO 04/30/10 BRAKE LIGHT/LOW FLUID(MASTER+BOOSTER) CUST STATES TCS & BRAKE LIGHTS ON. FIRST TIME IN, TOPPED OFF FLUID & RELEASED VEHICLE. VEHICLE IN AGAIN FOR LOW BRAKE FLUID BUT NO LEAKS WERE FOUND. TOPPING OFF FLUID WILL SHUT OFF WARNING LAMPS. replaced master cylinder and booster.
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB28A680 [REDACTED]
Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	15894
Production Date	04-Jun-2008
Warranty Start Date	10-Nov-2008

Open Date	05/04/2010	
Sequence Number	00379	
ECI Record Id	620445912	
Source Code	MAZDA Hotline	Source Claim # 000669490

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	no problem found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	KERRY MAZDA OF FLORENCE
Customer/Contact Last Name		Dealer Code	61460
Customer/Contact City		Dealer City	FLORENCE
Customer/Contact State		Dealer State	KY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 5/4/10 C1327- M/CYL & BOOSTER C/STATES CK TCS ABS LIGHT IS ON TECH HAS CALLED AFTER CK'ING VEH OVER AND SEE'S NO OR CONCERNS remove master cyl and found brake fluid leaking into booster replace cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	15806
Production Date	24-Jun-2008	Warranty Start Date	12-Dec-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620446104	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000669703
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	16 -May-2010
Warranty Component Classification (WCC)	
Time in Service	13
V Function Group (VFG)	
Repair/Report/Paid Date	05-May-2010
Load Date	09 -May-2010
Dealer Code	34486
Dealer Name	INGRAM PARK MAZDA
Dealer City	SAN ANTONIO
Dealer State/Province	TX
Dealer Country	USA
Dealer Phone Number	2104060122
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	GF 5/5/10 C1327-MSTR CYL & BOOSTER C/STATES TSC AND BRAKE LIGHTS ARE ON TECH HAS CALLED WITH A LOW BRAKE FLUID CONCERN AND CODE Code C1327 low fluid level. Foud master cyl leaking into the booster. Replaced mstr cyl & booster
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB28A990 [REDACTED]
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	25-Jul-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	13083
Vehicle Restraint Code	
Engine Serial Number	CA 10259198
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Reaquired Vehicle	
Warranty Start Date	18-Apr-2009
Transmission Serial Number	
Vehicle Axle Ratio	

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Open Date	05/06/2010	
Sequence Number	00381	
ECI Record Id	620446278	
Source Code	MAZDA Hotline	Source Claim # 000669887

Symptom Information			
Symptom Code 1	field service action	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	mod-codes found	Symptom Code 6	mod-indicator light/warning chime on
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	PARKWAY FAMILY MAZDA
Customer/Contact Last Name		Dealer Code	34657
Customer/Contact City		Dealer City	KINGWOOD
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 05/06/10 BRAKE,TCS,DSC LIGHT C1327 (MC) BRAKE,TCS AND DSC WARNING LIGHT ON, DTC C1327 INSPECT FRONT AND REAR BRAKES, BRAKE RESERVOIR LOW ON FLUID, NO LEAKS Replaced master cylinder and performed recall 5908B		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	28686
Production Date	23-Jun-2008	Warranty Start Date	22-Nov-2008

Open Date	05/06/2010	
Sequence Number	00382	
ECI Record Id	620446312	
Source Code	MAZDA Hotline	Source Claim # 000669925

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-failed gasket/seal/ weatherstrip
Symptom Code 7	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	CONTINENTAL MAZDA OF NAPERVIL
Customer/Contact Last Name		Dealer Code	61594
Customer/Contact City		Dealer City	NAPERVILLE
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DD 05/06/10 BRAKE FLUID LOW C1327(RI) BRAKE FLUID LOW LIGHT ON NO LEAKS AT CALIPERS JUST LEAKING FROM MASTER Installed updated brake booster nd master cylinder. Booster full of brake fluid due to leaking master seal. cleared all codes.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12357
Production Date	30-May-2008	Warranty Start Date	30-Sep-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620446489	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000670123
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	30 -May-2010
Warranty Component Classification (WCC)	
Time in Service	12
V Function Group (VFG)	
Repair/Report/Paid Date	07-May-2010
Load Date	09 -May-2010
Dealer Code	34430
Dealer Name	RANDY HILEY MAZDA ARLINGTON
Dealer City	ARLINGTON
Dealer State/Province	TX
Dealer Country	USA
Dealer Phone Number	8175756100
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	DD 05/07/10 TCS/BRAKE LIGHT ON(RI) TCS/BRAKE LIGHT ON LOW ON BRAKE FLUID TECH SAID BRAKE FLUID LEAKING INTO BOOSTER FROM MASTER CYLINDER NO OTHER LEAKS PRESENT Replace the power brake booster and master cyl.
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB28A390
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	17-Feb-2009
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	13734
Vehicle Restraint Code	
Engine Serial Number	CA 10287074
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	25-May-2009
Transmission Serial Number	
Vehicle Axle Ratio	

Disclaimer:

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Open Date	05/07/2010	
Sequence Number	00383	
ECI Record Id	620446522	
Source Code	MAZDA Hotline	Source Claim # 000670160

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	ROYAL MOORE MAZDA
Customer/Contact Last Name		Dealer Code	10258
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 05/07/10 BRAKE/ABS LIGHT ON C1327(M/C & BOOSTER BRAKE LIGHT, ABS LIGHT ON. DTC C1327 BRAKE FLUID LOW, NO EXTERNAL LEAKS AT WHEELS replaced booster and m/cyl		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38AX80 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	29777
Production Date	29-May-2008	Warranty Start Date	17-Aug-2008

Open Date	05/10/2010	
Sequence Number	00384	
ECI Record Id	620446726	
Source Code	MAZDA Hotline	Source Claim # 000670391

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	JIM FALK MAZDA
Customer/Contact Name Last		Dealer Code	42117
Customer/Contact City		Dealer City	KAHULUI
Customer/Contact State		Dealer State	HI
Comment Type	03	Attachments	
C u s t o m e r Comments			
T e c h n i c i a n Comments	RC 5/10/10 BRAKE FLUID LEVEL GOES DWN,BRAKE LITE CSTM STS HAS ADDED FLUID DL CONTACTED DSM,DSM SGG.GET A REF.# ,CSTM MAYBE TAKING A RENTAL DL HAS ORDERED BOOSTER AND MASTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10315
Production Date	07-May-2008	Warranty Start Date	14-May-2009

Open Date	05/11/2010	
Sequence Number	00385	
ECI Record Id	620446759	
Source Code	MAZDA Hotline	Source Claim # 000670431

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	ROGER BURDICK MAZDA
Customer/Contact Last Name		Dealer Code	50127
Customer/Contact City		Dealer City	CICERO
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 5/11/10 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID, NO SIGNS OF EXTERNAL LEAKS. master cyl leaking into booster replaced both		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V480 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	15088
Production Date	03-Jun-2008	Warranty Start Date	02-Sep-2008

Open Date	05/18/2010	
Sequence Number	00388	
ECI Record Id	620447740	
Source Code	MAZDA Hotline	Source Claim # 000671542

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-codes found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First	Dealer Name	CONTINENTAL MAZDA
Customer/Contact Name	Last	Dealer Code	10503
Customer/Contact City		Dealer City	ANCHORAGE
Customer/Contact State		Dealer State	AK
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 5/18/10 BRAKE FLUID LOW C1327 TECH STS FLUID LOW C1327 TECH STS FLUID LOW C1327, NO SIGNS OF EXTERNAL LEAKS. found master cylinder leaking into brake booster. replaced brake booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	15875
Production Date	19-Jun-2008	Warranty Start Date	31-Oct-2008

Open Date	05/24/2010	
Sequence Number	00391	
ECI Record Id	620448365	
Source Code	MAZDA Hotline	Source Claim # 000672231

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name OXMOOR MAZDA
Customer/Contact Last Name		Dealer Code 34638
Customer/Contact City		Dealer City LOUISVILLE
Customer/Contact State		Dealer State KY
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	TY 5/24/10 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID, NO SIGNS OF A LEAK. found brake master leaking into the booster, replaced master and booster concern resolved	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A280 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 31735
Production Date	12-May-2008	Warranty Start Date 26-Nov-2008

Open Date	05/24/2010	
Sequence Number	00392	
ECI Record Id	620448454	
Source Code	MAZDA Hotline	Source Claim # 000672323

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	GALPIN MAZDA
Customer/Contact Last Name		Dealer Code	42033
Customer/Contact City		Dealer City	VAN NUYS
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	HAL 05/24/10 BRAKE/ABS TLS,C1327,U0140(BOOSTER) TECH STS THE BRAKE AND ABS LIGHTS WERE ON...THE CODES C1327-20-ABS,U0214-20-LTM AND U0140-20-LTM ARE STORED... ***CURRENT CUST PRESCILLA LOMELI*** TECH STS THERE ARE NO VISIBLE LEAKS BUT THE RESERVOIR WAS ABOUT 8 OZ'S LOW. Replace Brake booster 05-24-2010 13642 TDY14380ZA 1 VACUUM POWER ASSIST		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13642
Production Date	02-Jun-2008	Warranty Start Date	30-Dec-2008

Open Date	05/24/2010	
Sequence Number	00393	
ECI Record Id	620448540	
Source Code	MAZDA Hotline	Source Claim # 000672417

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	SUNBELT MAZDA
Customer/Contact Last Name		Dealer Code	33723
Customer/Contact City		Dealer City	MERIDIAN
Customer/Contact State		Dealer State	MS
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	DR 05/24/10 BRAKE FLUID LEAK VEHICLE HAS BEEN IN 1X BEFORE,BRAKE FLUID LOW,NO VISIBLE LEAKS NO VISIBLE LEAKS R&r brake mastercylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28AX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18581
Production Date	22-Apr-2008	Warranty Start Date	18-Jun-2009

Open Date	06/01/2010
Sequence Number	00395

ECI Record Id	620449365
Source Code	MAZDA Hotline
Source Claim #	000673330

Symptom Information	
Symptom Code 1	fluid level-insufficient fluid
Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	no keyword found
Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5	function-malfunction/inoperative
Symptom Code 6	leak-failed gasket/seal/weatherstrip
Symptom Code 7	leak-fluid
Original Symptom 1	
Original Symptom 2	
Causal Component Base	Unknown Unknown

Report Details	
Customer/Contact First Name	
Dealer Name	ED MORSE MAZDA
Customer/Contact Last Name	
Dealer Code	23778
Customer/Contact City	
Dealer City	PORT RICHEY
Customer/Contact State	
Dealer State	FL
Comment Type	05
Attachments	
Customer Comments	
Technician Comments	JC 6/1/10 BRAKE FLUID LEVEL LOW*MASTER C/S THAT THE BRAKE FLUID LIGHT IS ON. C/S THAT HE ADDED FLUID. 1X IN NO LEAKS FOUND AND TOPPED OFF. replace the brake master cylinder and brake power unit the brake master cylinder was leaking in the rear seal. good job to hotline tech jeef.
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB38A880 [REDACTED]
Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	15338
Production Date	09-Apr-2008
Warranty Start Date	



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620449507	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000673487	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	7
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Jun-2010
Version Series Code		Load Date	06-Jun-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50127
Causal Part Name	unknown	Dealer Name	ROGER BURDICK MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CICERO
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Jun-2010		

Customer Comment	
Technician Comment	RM 06/02/10 BRAKE FLUID LOW TECH STATES BRAKE LIGHT ON FLUID LOW HAS REPLACED REAR BRAKE CAILPERS FOR LEAK LAST VISIT. FLUID IS LOW NO SIGNS OF EXTERNAL LEAKS. HAS NOT MOVED BRAKE MASTER BACK. 1 CAN OF BRAKE FLUID LOW. SERIAL # ON BRAKE MASTER J8125/8028
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB3MV9A0	Engine Serial Number	CA 10303159
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Sep-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	7546	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620449516	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000673496	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	14
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Jun-2010
Version Series Code		Load Date	06-Jun-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34625
Causal Part Name	unknown	Dealer Name	PARETTI MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	METAIRIE
Non Causal Part Numbers		Dealer State/Province	LA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5048885420
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Jul-2010		

Customer Comment	
Technician Comment	RC 6/2/10 BRAKE LITE C1327 TSC (MASTER+BOOSTER) CSTM STS BRAKE LITE WAS ON AND THE LEVEL WAS LOW DL STS WILL INSPECT THE VEH.FOR LEAKS , WARRANTY QUESTION,VEH.IS OUT OF BASIC WILL THE MASTER AND BOOSTER BE COVERED R/ R THE MASTER AND BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A690	Engine Serial Number	CA 10283097
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	27-Nov-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	41963	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	06/02/2010	
Sequence Number	00396	
ECI Record Id	620449680	
Source Code	MAZDA Hotline	Source Claim # 000673669

Symptom Information		
Symptom Code 1	no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	mod-codes found	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name PARR MAZDA
Customer/Contact Last Name		Dealer Code 10169
Customer/Contact City		Dealer City BREMERTON
Customer/Contact State		Dealer State WA
Comment Type	05	Attachements
C u s t o m e r Comments		
T e c h n i c i a n Comments	RC 6/2/10 BRAKE,TCS,ABS MIL,C1327 CSTM STS DL STS THE RES.IS LOW,NO LEAKS FOUND removed master cyl. brake booster has brake fluid in it. installed new booster and master cyl. performed abs bleed proceudre. test drove. good to go now.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A980 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 24713
Production Date	21-Mar-2008	Warranty Start Date 10-Jun-2008

Open Date	06/07/2010	
Sequence Number	00397	
ECI Record Id	620450094	
Source Code	MAZDA Hotline	Source Claim # 000674110

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	no keyword found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name SUTHERLIN MAZDA
Customer/Contact Name	Last		Dealer Code 23920
Customer/Contact City			Dealer City BUFORD
Customer/Contact State			Dealer State GA
Comment Type	05		Attachments
C u s t o m e r Comments			
T e c h n i c i a n Comments	RM 06/07/10 BRAKE LIGHT ABS LIGHT ON TECH STATES BRAKE LIGHT AND TCS LIGHT ON FLUID LOW ASKING IF ANY KNOWN ISSUES. NO EXTERNAL LEAKS. replaced master cylinder and booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	8141
Production Date	24-Apr-2008	Warranty Start Date	11-Apr-2009



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620450190	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000674211
Corporate Product Systems Classification (CPS)	Warranty Component Classification (WCC)
Customer Condition Code	Time in Service
Source System Program Type	12
Version Series Code	V Function Group (VFG)
Causal Part Prefix- Base - Suffix	Repair/Report/Paid Date
Causal Part Name	07-Jun-2010
Non Causal Part Prefix-Base-Suffix	Load Date
Non Causal Part Numbers	13-Jun-2010
Fault Code	Dealer Code
Diagnostic Trouble Code	34638
Labor Operation Code	Dealer Name
Communication Type	NOT PROVIDED BY SOURCE
Maintenance Date	11-Jul-2010
	Dealer City
	LOUISVILLE
	Dealer State/Province
	KY
	Dealer Country
	USA
	Dealer Phone Number
	5028943425
	Attachment
	VOQ Component Description Code

Customer Comment	
Technician Comment	LH 06/07/10 ABS/TCS LIGHT-M/C LEAK LOW BRAKE FLUID, ABS AND TCS LIGHT ON REMOVED MASTER CYLINDER FLUID LEAKING INTO BOOSTER MASTER CYLINDER PROD. DATAE J0185 REPLACED VEHICLES MASTER CYLINDER AND BRAKE BOOSTER DUE TO LEAKING INTO BOOSTER CONCERN RESOLVED
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	Unknown
DOT Left Front	Wheel
DOT Left Rear	DOT Right Front
DOT Left Inner	DOT Right Rear
DOT Spare	DOT Right Inner

Vehicle Information	
VIN	JM3TB28A390
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	11-Feb-2009
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	16668
Vehicle Restraint Code	
Engine Serial Number	CA 10286604
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	13-Jun-2009
Transmission Serial Number	
Vehicle Axle Ratio	

Disclaimer:

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Open Date	06/11/2010	
Sequence Number	00398	
ECI Record Id	620450903	
Source Code	MAZDA Hotline	Source Claim # 000674977

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	leak-fluid	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	HALL MAZDA
Customer/Contact Name Last		Dealer Code	23927
Customer/Contact City		Dealer City	VIRGINIA BEACH
Customer/Contact State		Dealer State	VA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 6/11/10 BRAKE LITE ,ABS DL STS THE BRAKE FLUID IS LOW TOPPED UP LITE WENT OUT,PADS ARE ALL IN GOOD COND.,CHECKED FOR LEAKS DATE CODE KU11 master cylinder leaking		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	23988
Production Date	10-May-2008	Warranty Start Date	03-Feb-2009



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620450991	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000675073	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	15
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Jun-2010
Version Series Code		Load Date	13-Jun-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42033
Causal Part Name	unknown	Dealer Name	GALPIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VAN NUYS
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8187423800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Jun-2010		

Customer Comment	
Technician Comment	TY 6/11/10 TCS/ABS LIGHT ON(B/MASTER&BOOSTER) TECH STS TSC/ABS LIGHT ON FLUID LEAK INTO BOOSTER TECH STS TSC/ABS LIGHT ON FLUID LEAK INTO BOOSTER J0199 TU22 Replace Brake Booster and Master cylinder to correct concern.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V590	Engine Serial Number	CA 10271090
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	27-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	14-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	14869	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620452640	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000676849	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	16
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jun-2010
Version Series Code		Load Date	27-Jun-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	70623
Causal Part Name	unknown	Dealer Name	LAIRD NOLLER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LAWRENCE
Non Causal Part Numbers		Dealer State/Province	KS
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7858433500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18-Jul-2010		

C u s t o m e r	
Comment	
T e c h n i c i a n	
Comment	LH 06/24/10 LOW BRAKE FLUID(MASTER CYL/BOOSTER) CUSTOMER STATES HAS TO ADD BRAKE FLUID TO RESERVOIR HAS NOT DUPLICATED, UNABLE TO LOCATE FLUID LEAK replaced brake booster
C Q I S	
Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A390	Engine Serial Number	CA 10256473
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	17999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620452769	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000676989	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	16
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Jun-2010
Version Series Code		Load Date	27-Jun-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23944
Causal Part Name	unknown	Dealer Name	ROYAL PALM MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ROYAL PALM BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5613707170
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Jul-2010		

Customer Comment	
Technician Comment	JC 6/25/10 BRAKE FLUID LEAK*MASTER/BOOSTER C/S THAT THERE IS BRAKE FLUID LEAKING. CALLED FOR TSB # replace master cylinder and booster
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A690	Engine Serial Number	CA 10266655
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	05-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	17523	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620452935	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000677167	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	39
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Jun-2010
Version Series Code	AAAMR	Load Date	04-Jul-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	70941
Causal Part Name	unknown	Dealer Name	BLUE RIDGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LEES SUMMIT
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagonalic Trouble Code		Dealer Phone Number	8164346040
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jul-2010		

Customer Comment	
Technician Comment	LD 06/28/10 MASTER FLUID LEAK INSIDE THE BOOSTER ENQUIRING... replaced mastercylinder and booster and hose test drove
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38Y970	Engine Serial Number	CY 209644
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	45453	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620454722	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000679119	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	9
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Jul-2010
Version Series Code		Load Date	18-Jul-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34638
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OXMOOR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5028943425
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	15-Aug-2010		

Customer Comment	
Technician Comment	JC 7/12/10 LOW BRAKE FLUID*BOOSTER MASTER C/S BRAKE LIGHT ON. CALLED FOR INFORMATION-NO LEAKS FLOUND. m-cyl leaking into brake booster. installed new booster/m-cyl
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A990	Engine Serial Number	CA 10286991
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	16-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	24-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	18251	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	07/13/2010	
Sequence Number	00406	
ECI Record Id	620455011	
Source Code	MAZDA Hotline	Source Claim # 000679437

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component Base	Unknown Unknown	

Report Details		
Customer/Contact First Name		Dealer Name ORANGE MAZDA
Customer/Contact Last Name		Dealer Code 50166
Customer/Contact City		Dealer City ALBANY
Customer/Contact State		Dealer State NY
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	DR 07/13/10 LOW BRAKE FLUID,NO VISIBLE LEAKS VEHICLE LOOSING BRAKE FLUID,LOW LEVEL,NO VISIBLE LEAKS LOOSES FLUID replaced booster and master —good	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V480 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 16955
Production Date	09-Apr-2008	Warranty Start Date 01-Dec-2008

Open Date	07/26/2010	
Sequence Number	00412	
ECI Record Id	620456667	
Source Code	MAZDA Hotline	Source Claim # 000681240

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	PEARSON MAZDA
Customer/Contact Name Last		Dealer Code	23846
Customer/Contact City		Dealer City	RICHMOND
Customer/Contact State		Dealer State	VA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	RC 7/26/10 BRAKE LITE ON C1327 BRAKE FLUID IS BELOW THE MIN.,NO EXTERNAL LEAKS DL STS HAS CHECK FOR LEAKS FOUND FLUID LEAKING INTO MASTER CYLINDER. REPLACE BRAKE BOOSTER AND MASTER CYLINDER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21946
Production Date	10-Mar-2008	Warranty Start Date	24-Oct-2008

Open Date	07/28/2010	
Sequence Number	00414	
ECI Record Id	620457106	
Source Code	MAZDA Hotline	Source Claim # 000681705

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid	Symptom Code 6	loose
Symptom Code 7	mod-codes found		
Original Symptom 1			
Original Symptom 2			
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Last Name		Dealer Code	51614
Customer/Contact City		Dealer City	MORRISTOWN
Customer/Contact State		Dealer State	NJ
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	LH 07/28/10 ABS/TCS LIGHT,LOW BRAKE FLUID LOW BRAKE FLUID, ABS AND TCS LIGHT ON NO EXTERNAL FLUID LEAKS, BRAKE FLUID LOW CONNECT AND DISCONNECT IDS C1327 BRAKE FLUID LEVEL LOW, U2064 WARNING INDICATOR REQUESTED BY ANOTHER CONTROL MODULE AND U0140 LOST COMMUNICATION WITH BCM. TECH FOUND BRAKE FLUID LEVEL LOW IN RESORVOIR CAUSING LIGHTS TO APPEAR ON DASH. TECH FOUND BRAKE FLUID LEAKING FROM BRAKE MASTER CYLINDER INTO BRAKE BOOSTER. CALLED TECH HOTLINE AND SPOKE CORRECTION REMOVED AND REPLACED BRAKE MASTER CYLINDER AND BRAKE BOOSTER. RESECURED AND REFILLED F		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20329
Production Date	20-May-2008	Warranty Start Date	11-Feb-2009

Open Date	07/30/2010	
Sequence Number	00416	
ECI Record Id	620457390	
Source Code	MAZDA Hotline	Source Claim # 000682010

Symptom Information			
Symptom Code 1	mod-location-interior	Symptom Code 2	nhv-noisy operation
Symptom Code 3	leak-loss of vacuum		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details				
Customer/Contact Name	First		Dealer Name	DELRAY MAZDA
Customer/Contact Name	Last		Dealer Code	23855
Customer/Contact City			Dealer City	DELRAY BEACH
Customer/Contact State			Dealer State	FL
Comment Type	03		Attachments	
Customer Comments				
Technician Comments	GF 7/30/10 BRAKE SQUEEK HISS FROM DASH C/STATES BRAKE SQUEEK TECH HAS CALLED ABOUT A CONCERN OF BRAKE SQUEEK TECH HAS CALLED AFTER FINDING A VAC LEAK FROM BOOSTER			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	27141
Production Date	30-Jun-2008	Warranty Start Date	25-Aug-2008

Open Date	08/02/2010	
Sequence Number	00417	
ECI Record Id	620457669	
Source Code	MAZDA Hotline	Source Claim # 000682308

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details				
Customer/Contact Name	First		Dealer Name	MAZDA SOUTH
Customer/Contact Name	Last		Dealer Code	34491
Customer/Contact City			Dealer City	AUSTIN
Customer/Contact State			Dealer State	TX
Comment Type	05		Attachements	
Customer Comments				
Technician Comments	TY 8/2/10 BRAKE LIGHT ON TECH STS BRAKE LIGHT ON AND FLUID IS LOW. TECH STS BRAKE LIGHT ON AND FLUID IS LOW. UN13 J8183 found master cyld. leaking into the brake booster.			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A980	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9638
Production Date	22-Apr-2008	Warranty Start Date	01-Nov-2008

Open Date	08/10/2010	
Sequence Number	00419	
ECI Record Id	620458763	
Source Code	MAZDA Hotline	Source Claim # 000683481

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	NOT PROVIDED BY SOURCE	

Report Details		
Customer/Contact First Name		Dealer Name JOHN HOLTZ MAZDA
Customer/Contact Last Name		Dealer Code 51476
Customer/Contact City		Dealer City ROCHESTER
Customer/Contact State		Dealer State NY
Comment Type	05	Attachments
C u s t o m e r Comments		
T e c h n i c i a n Comments	TY 8/10/10 BRAKE FLUID LOW TECH STS BRAKE FLUID LOW TECH STS BRAKE FLUID LOW, THEY REFILLED FLUID DO NOT SEE ANY LEAKS. PU04 J0224 replaced brake booster and master cyl. fluid leaking onto booster.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38V780 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 31633
Production Date	08-Apr-2008	Warranty Start Date 17-Oct-2008

Open Date	08/12/2010	
Sequence Number	00422	
ECI Record Id	620459127	
Source Code	MAZDA Hotline	Source Claim # 000683872

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/poor fit
Symptom Code 3	mod-codes found	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First		Dealer Name EICH MAZDA
Customer/Contact Name	Last		Dealer Code 10803
Customer/Contact City			Dealer City ST CLOUD
Customer/Contact State			Dealer State MN
Comment Type	05		Attachments
Customer Comments			
Technician Comments	EO 08/12/10 (CHAT)LOW BRK FLUID,C1327(M/CYL,BSTR) BRAKE & TCS LIGHTS ON.BRAKE FLUID LOW. NO LEAKS FOUND INQUIRING. NO TSB'S FOUND FOUND BRAKE FLUID LEAKING FROM MASTER CYLINDER. BRAKE FLUID WAS LEAKING INTO BRAKE BOOSTER. INSTALL NEW BRAKE BOOSTER AND MASTER CYLINDER. PERFROM POWER BLEED.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A280	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	23050
Production Date	30-Jun-2008	Warranty Start Date	20-Aug-2008

Open Date	08/12/2010	
Sequence Number	00424	
ECI Record Id	620459267	
Source Code	MAZDA Hotline	Source Claim # 000684025

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	function-steering/brake ineffective
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name	First		Dealer Name HILTON HEAD MAZDA
Customer/Contact Name	Last		Dealer Code 23903
Customer/Contact City			Dealer City HARDEEVILLE
Customer/Contact State			Dealer State SC
Comment Type	05		Attachments
Customer Comments			
Technician Comments	JC 8/12/10 LOSS OF BRAKE FLUID*MASTER/BOOSTER C/S THAT THE ABS/TBS LIGHT ON. FOUND BRAKE FLUID IN THE BOOSTER found brake fluid entering the brake booster from the master cylinder. replaced the brake booster and master cylinder for correction.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A380 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20700
Production Date	22-Feb-2008	Warranty Start Date	04-Apr-2009

Open Date	08/13/2010	
Sequence Number	00425	
ECI Record Id	620459424	
Source Code	MAZDA Hotline	Source Claim # 000684193

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	fluid level-insufficient fluid
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	pedal concerns-service brake pedal
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	MAZDA OF OAKLAND
Customer/Contact Last Name		Dealer Code	42069
Customer/Contact City		Dealer City	OAKLAND
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 08/13/10 BRAKE FLUID LOSS(MSTR&BOOSTER) CUST STATES THE TCS& ABS MIL WERE ON,TECH RETIEVED CODE C1327 TECH STATES THE BRAKE FLUID LEVEL IS LOW IN THE MASTER AND THERE IS NO EXTERNAL LEAKS. HE FOUND THE FLUID IS LEAKING OUT THE BACK OF THE MASTERCYL INTO THE BOOSTER. HE IS ASKING WHETHER HE SHOULD REPLACE THE BOOSTER ORJUST CLEAN IT OUT replace brake master cylinder and power booster		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V380 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20758
Production Date	06-May-2008	Warranty Start Date	14-Sep-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620459445	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000684217	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	15
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Aug-2010
Version Series Code		Load Date	22 -Aug-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61561
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OAK LAWN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OAK LAWN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7082337700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26 -Sep-2010		

Customer Comment	
Technician Comment	RM 08/16/10 ABS/TCS LIGHT ON B/MASTER LEAK TECH STATES ABS/TCS LIGHT ON BRAKE MASTER LEAK. FOUND BRAKE BOOSTER FULL OF BRAKE FLUID. REPLACED MASTER AND BOOSTER
Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A490	Engine Serial Number	CA 10256763
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-May-2009
Build Country Code		Transmission Serial Number	
Mileage	20016	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	08/18/2010	
Sequence Number	00426	
ECI Record Id	620459877	
Source Code	MAZDA Hotline	Source Claim # 000684686

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact First Name		Dealer Name	RAMSEY MAZDA
Customer/Contact Last Name		Dealer Code	70533
Customer/Contact City		Dealer City	URBANDALE
Customer/Contact State		Dealer State	IA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 8/18/10 MIL ON C1327 P0607 TECH STS MIL ON C1327, LOW BRAKE FLUID. TECH STS MIL ON C1327, LOW BRAKE FLUID. THE HAVE P0607 CODE ALSO. JO453 —U11 HARD TO READ THE NUMBERS. for dtc p0607 reprogrammed pcm. for dtc c1327 replaced leaking master cylinder and brake booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A480 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	21740
Production Date	29-May-2008	Warranty Start Date	31-Oct-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620461170	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	mod-codes found
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000686118	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Aug-2010
Version Series Code		Load Date	29-Aug-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34638
Causal Part Name	unknown	Dealer Name	OXMOOR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5028943425
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	05-Sep-2010		

Customer Comment	
Technician Comment	LH 08/26/10 LOW BRAKE FLUID C1327(MASTER/BOOSTER) ABS/BRAKE WARNING LIGHT, LOW BRAKE FLUID DTC C1327 NO FLUID LEAKS AT CALIPERS REPLACED BRAKE MASTER CYLINDER AND BOOSTER
Comments	
Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A890	Engine Serial Number	CA 10287871
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Mar-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	26571	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	08/31/2010	
Sequence Number	00431	
ECI Record Id	620461717	
Source Code	MAZDA Hotline	Source Claim # 000686711

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	CENTENNIAL MAZDA
Customer/Contact Last Name		Dealer Code	42146
Customer/Contact City		Dealer City	LAS VEGAS
Customer/Contact State		Dealer State	NV
Comment Type	03	Attachments	
Customer Comments			
Technician Comments	LD 08/31/10 BRAKE FLUID LEAKS(B/MASTER) THE RESERVOIR IS EMPTY NO EXTERNAL LEAKS		
CQIS Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	30334
Production Date	08-Apr-2008	Warranty Start Date	14-Jun-2008

Open Date	09/16/2010	
Sequence Number	00443	
ECI Record Id	620464036	
Source Code	MAZDA Hotline	Source Claim # 000689212

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	misaligned/out of position/adjustment/poor fit	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	BOMMARITO MAZDA
Customer/Contact Last Name		Dealer Code	34469
Customer/Contact City		Dealer City	SAINT PETERS
Customer/Contact State		Dealer State	MO
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	HAL 09/16/10 ABS/BRK/TCS LTS,LOW BRAKE FLUID,C1327 TECH STS THE ABS,BRAKE AND TCS LTS ARE ON...THE CODES C1237 AND U2064 ARE STORED... * TECH STS HE FOUND THE BRAKE FLUID IS LOW...THERE ARE NO VISIBLE LEAKS...HE TOPPED OFF THE FLUID AND THE LIGHT WENT OUT.. brake fluid in brake booster from leaking master cyl. replace master cyl and booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A980 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	39860
Production Date	21-Apr-2008	Warranty Start Date	16-Aug-2008

Open Date	09/22/2010	
Sequence Number	00444	
ECI Record Id	620464857	
Source Code	MAZDA Hotline	Source Claim # 000690102

Symptom Information			
Symptom Code 1	high effort	Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	air in system	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name First		Dealer Name	BOB MOORE MAZDA
Customer/Contact Name Last		Dealer Code	34589
Customer/Contact City		Dealer City	OKLAHOMA CITY
Customer/Contact State		Dealer State	OK
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	TY 9/22/10 BRAKE PEDAL HARD TECH STS BRAKE PEDAL HARD AND THE FLUID IS A LITTLE LOW. TECH STS BRAKE PEDAL HARD AND THE FLUID IS A LITTLE LOW. FOUND BRAKE FLUID LEAKING INTO BRAKE BOOSTER—REPLACED BOOSTER AND MASTER CYLINDER ASSEMBLY—NEC TO BLEED SYSTEM SEVERAL TIMES TO PURGE AIR—RELEASED VEHICLE TO OWNER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	30608
Production Date	06-Jun-2008	Warranty Start Date	07-Oct-2008

Open Date	09/28/2010	
Sequence Number	00449	
ECI Record Id	620465597	
Source Code	MAZDA Hotline	Source Claim # 000690901

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	no keyword found	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	NOT PROVIDED BY SOURCE		

Report Details			
Customer/Contact Name First		Dealer Name	ROYAL MOORE MAZDA
Customer/Contact Name Last		Dealer Code	10258
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	GF 9/28/10 BRAKE FLUID LOW-BOOSTER& M/CYL C/STATES TCS LIGHT IS ON TECH HAS CALLED WITH ABOUT THE M/CYL REPLACMENT THIS VEH HAD M/CYL REPLACED A WHILE A GO AND NOW HAS SAME CONCERN m/cyl leaking into booster. replaced both		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	30279
Production Date	20-Jun-2008	Warranty Start Date	26-Aug-2008

Open Date	09/29/2010	
Sequence Number	00451	
ECI Record Id	620465875	
Source Code	MAZDA Hotline	Source Claim # 000691196

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	mod-codes found
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact First Name		Dealer Name	JIM ELLIS MAZDA OF CHAMBLEE
Customer/Contact Last Name		Dealer Code	23466
Customer/Contact City		Dealer City	ATLANTA
Customer/Contact State		Dealer State	GA
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	BS 09/29/10 DSC & TCS MIL,C1327(BOOSTER&MSTER) CUST STATES THE LIGHTS ON THE I/C COME ON TECH STATES THERE IS A BRAKE FLUID LEAK FROM THE BACK OF THE MASTER INTO THE BRAKE BOOSTER. TECH IS ASKING IF HE SHOULD REPLACE BOTH Found brake master leaking into booster. Replace brake master and booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	31641
Production Date	25-Jun-2008	Warranty Start Date	27-Oct-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620468679	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000694227	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	23
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Oct-2010
Version Series Code		Load Date	24 -Oct-2010
Causal Part Prefix- Base - Suffix	--	Dealer Code	50423
Causal Part Name	unknown	Dealer Name	CONGRESSIONAL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ROCKVILLE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3014247800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12 -Dec-2010		

Customer Comment	
Technician Comment	RM 10/20/10 BRAKE FLUID LEVEL LOW TECH STATES BRAKE FLUID LOW AND BRAKE LIGHT ON NO LEAKS FOUND. ASKING OF ANY KNOWN ISSUES ADVISE TO REPLACE MASTER BRAKE UNIT AND BRAKE BOOSTER.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V690 [REDACTED]	Engine Serial Number	CA 10270007
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-Dec-2008
Build Country Code		Transmission Serial Number	
Mileage	23589	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620468940	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000694510	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	19
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Oct-2010
Version Series Code		Load Date	24-Oct-2010
Causal Part Prefix- Base - Suffix	-	Dealer Code	50351
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FAULKNER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TREVOSE
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	31-Oct-2010		

Customer Comment	
Technician Comment	DR 10/21/10 C1327 SET CODE FOUND LOW BRAKE FLUID LEVEL,NO EXTERNAL LEAKS DETERMINED NO EXTERNAL LEAKS, PADS ARE NOT WORN OUT,70% LEFT REPLACE POWER BRAKE UNIT
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V990	Engine Serial Number	CA 10282023
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	28-Nov-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	21589	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620469218	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000694810	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Oct-2010
Version Series Code		Load Date	31-Oct-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	10216
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ROBBERSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BEND
Non Causal Part Numbers		Dealer State/Province	OR
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Nov-2010		

Customer Comment	
Technician Comment	GF 10/25/10 BRAKE DCS LIGHT ON-M/CYL BOOSTER C/STATES BRAKE LIGHT WILL COME ON TECH HAS CALLED ABOUT A CONCERN OF BRAKE LITE AND DCS LIGHT COME ON CUST HAS BEEN IN FOR SAME CONCERN WHILE STILL UNDER WARR BUT THE CONCERN WAS NOT LOCATED TILL NOW replace master cylinder and brake booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A780	Engine Serial Number	CA 10244807
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	49206	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record	620469374	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000694978	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Oct-2010
Version Series Code		Load Date	31 -Oct-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23938
Causal Part Name	unknown	Dealer Name	DEAN MCCRARY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MOBILE
Non Causal Part Numbers		Dealer State/Province	AL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2514713326
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	31 -Oct-2010		

Customer Comment	
Technician Comment	GF 10/26/10 BRAKE LIGHT ON-MASTER CYL BOOSTER C/STATES BRAKE TCS LIGHTS ARE ON TECH HAS CALLED WITH A CONCERN OF BRAKE AND TCS LIGHTS ON REPLACED BRAKE MASTER CYL AND BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A890	Engine Serial Number	CA 10271689
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	29-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	31-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	17955	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620469377	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000694981	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Oct-2010
Version Series Code		Load Date	31 -Oct-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23938
Causal Part Name	unknown	Dealer Name	DEAN MCCRARY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MOBILE
Non Causal Part Numbers		Dealer State/Province	AL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2514713326
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	31 -Oct-2010		

Customer Comment	
Technician Comment	GF 10/26/10 BRAKE & TCS-MASTER CYL & BOOSTER C/STATES BRAKE TCS LIGHTS ARE ON TECH HAS CALLED WITH A CONCERN OF BRAKE AND TCS LIGHTS ON REPLACED BRAKE MASTER CYL AND BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A080	Engine Serial Number	CA 10251439
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	04-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	14-Oct-2008
Build Country Code		Transmission Serial Number	
Mileage	27234	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620470066	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000695730	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Nov-2010
Version Series Code		Load Date	07-Nov-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51597
Causal Part Name	unknown	Dealer Name	MAZDA OF LODI
Non Causal Part Prefix-Base-Suffix		Dealer City	LODI
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9735941700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Dec-2010		

Customer Comment	
Technician Comment	JC 11/1/10 ABS TCS LIGHT ON/PEDAL LOW C1327*MASTER ABS TCS LIGHT ON. CALLED FOR THE TSB# FLUID IS LEAKING OUT THE BACK OF THE MASTER replace power brake unit
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28VX80	Engine Serial Number	CA 10242876
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	11-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	28-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	18326	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620470171	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000695846	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Nov-2010
Version Series Code		Load Date	07-Nov-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34622
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CLASSIC MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DENTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9404989800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Dec-2010		

Customer Comment	
Technician Comment	RM 11/01/10 ABS LIGHT ON(YAW) TECH STATES ABS LIGHT ON. FOUND BRAKE FLUID LOW...B MASTER IS LEAKING IN BOOSTER. CLEARD CODES AND NONE RETURNED. ASKING OF ANY KNOWN ISSUES. replace yaw rate sensor
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A080	Engine Serial Number	CA 10232177
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	08-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	09-May-2008
Build Country Code		Transmission Serial Number	
Mileage	48028	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620470299	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000695983
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	19 -Dec-2010

Customer Comment	
Technician Comment	JC 11/2/10 LOW BRAKE FLUID*MASTER/BOOSTER THE BRAKE LEVEL IS LOW. NO LEAKS FOUND. found that the brake booster and master cylinder was bad replaced both parts operation-ok
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	

Vehicle Information	
VIN	JM3TB38V780 [REDACTED]
Model Year	2008
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	04-Jun-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	22021
Vehicle Restraint Code	

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Concern Driven Reporting

Report Detail

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ECI Record	620471042	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000696772	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	28
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Nov-2010
Version Series Code		Load Date	14 -Nov-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50522
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BILL BRITT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FREDERICKSBURG
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10 -Jan-2011		

Customer Comment	
Technician Comment	TY 11/8/10 LOW BRAKE FLUID WARNING LIGHTS TECH STS LOW BRAKE FLUID AND THE WARNING LIGHTS ON. TECH STS LOW BRAKE FLUID AND THE WARNING LIGHTS ON. NO EXTERNAL LEAKS FROM BRAKE SYSTEM. replace leaking master cylinder
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A580	Engine Serial Number	CA 10248742
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	30-May-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	27518	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620473420	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000699353
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	23 -Jan-2011
Warranty Component Classification (WCC)	
Time in Service	19
V Function Group (VFG)	
Repair/Report/Paid Date	29-Nov-2010
Load Date	05 -Dec-2010
Dealer Code	61521
Dealer Name	SUBURBAN MAZDA OF TROY
Dealer City	TROY
Dealer State/Province	MI
Dealer Country	USA
Dealer Phone Number	2486492300
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	RM 11/09/10 BRAKE MASTER LEAKING(BRAKE MASTER) TECH STATES BRAKE MASTER IS LEAKING IN THE BOOSTER AGAIN. HAS NOT INSPECTED BOOSTER FOR FLUID. HAS REPLACED MASTER AND BOOSTER FOR A LEAK. replaced master
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB38A990 [REDACTED]
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	19-Feb-2009
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	12845
Vehicle Restraint Code	
Engine Serial Number	CA 10287360
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	01-Jun-2009
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620473628	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000699580	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Nov-2010
Version Series Code		Load Date	05 -Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	10216
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ROBBERSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BEND
Non Causal Part Numbers		Dealer State/Province	OR
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30 -Jan-2011		

Customer Comment	
Technician Comment	EO 11/29/10 M/CYL LEAK(MASTER CYL) BRAKE LIGHT ON. LOW FLUID LEVEL LOW FLUID LEVEL, SUSPECT LEAKING INTO BOOSTER. replaced master cylinder
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A580	Engine Serial Number	CA 10242278
Model Year	2008	Engine Description	Unknown
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	09-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	17-Jul-2008
Build Country Code		Transmission Serial Number	
Mileage	29915	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620473839	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000699815	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	11
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Nov-2010
Version Series Code		Load Date	05 -Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34424
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CHAMPION MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CORPUS CHRISTI
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3619946200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13 -Feb-2011		

Customer Comment	
Technician Comment	BS 11/30/10(CHAT)BRAKE LIGHT & C1327(MSTR/BOOSTER) CUST STATES TCS & BRAKE LIGHT COMES ON AT TIMES WHILE DRIVING, HAD CODE C1327 BUT ONLY COMES ON AT RANDOM TECH STATES THE BRAKE FLUID LEVEL WAS LOW...HE TOPPED UP THE MASTER AND THELEVEL AND THE LIGHT WENT OUT. TECH STATES THERE ARE NO LEAKS REPLACED MASTER CYLINDER AND BRAKE BOOSTER DUE TO LEAKING MASTER CYLINDER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB2MAXA0	Engine Serial Number	CA 10299299
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	27-Aug-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	05-Jan-2010
Build Country Code		Transmission Serial Number	
Mileage	9982	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620474006	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	loss of control
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000699990	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Dec-2010
Version Series Code		Load Date	05-Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61454
Causal Part Name	unknown	Dealer Name	RICART MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GROVEPORT
Non Causal Part Numbers		Dealer State/Province	OH
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jan-2011		

Customer Comment	
Technician Comment	JC 12/1/10 TCS/ ABS BRAKE LIGHT ON*MASTER/BOOSTER THE ABS, TCS LIGHT AND BRAKE LIGHT IS ON. C/S FEELS THAT THE REAR OF THE CAR IS SLIDING. ADDED FLUID TO THE MASTER AND THE LIGHTS WENT OFF. DROVE THE CAR AND FELT NOTHING ABNORMAL. NO FLUID LEAKS FOUND IN THE BRAKE SYSTEM AND THE PADS ARE NOT EXCESSIVLY WORN. replaced master cyl.and booster... master cylinder was leaking inside of booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38AX80	Engine Serial Number	CA 10241899
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	07-Apr-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	31-Oct-2008
Build Country Code		Transmission Serial Number	
Mileage	35475	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620474283	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2010
Tread Category Description	service brakes

Report Details			
Source Claim Key	000700290	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	28
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Dec-2010
Version Series Code		Load Date	05-Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51614
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Non Causal Part Prefix-Base-Suffix		Dealer City	MORRISTOWN
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9737961300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Dec-2010		

Customer Comment	
Technician Comment	DR 12/03/10 M/C LEAKING INTO BOOSTER BRAKE FLUID LEAKING FROM MASTER CYLINDER INTO BOOSTER LEAKING INTO BOOSTER REPLACE BOOSTER AND MASTER
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V880	Engine Serial Number	CA 10245788
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	12120	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620474654	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details

Source Claim Key	000700695	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	19
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Dec-2010
Version Series Code		Load Date	12-Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50237
Causal Part Name	unknown	Dealer Name	RAMSEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	RAMSEY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Dec-2010		

Customer Comment	
Technician Comment	LD 12/07/10 BRAKE MASTER LEAKS BRAKE MASTER LEAKS ***CAZAZ, DEBORAH L.*** LEAKS INTO THE BOOSTER
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38V690	Engine Serial Number	CA I0283572
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	05-Dec-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	30-May-2009
Build Country Code		Transmission Serial Number	
Mileage	22764	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620474775	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000700831	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	23
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Dec-2010
Version Series Code		Load Date	12 -Dec-2010
Causal Part Prefix- Base - Suffix	-	Dealer Code	61471
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	KENNEDY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VALPARAISO
Non Causal Part Numbers		Dealer State/Province	IN
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23 -Jan-2011		

Customer Comment	
Technician Comment	EO 12/08/10 (CHAT)/M/CYL LEAK BRAKE LIGHT ON, LOW FLUID LEVEL NO EXTERNAL FLUID LEAKS. INQUIRING ON MASTER CYL CONCERN. costumer did not want to pay for new master and brake booster.
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A090	Engine Serial Number	CA 10257992
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	24-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	44796	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620476120	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000702273
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	27 -Dec-2010

Customer Comment	
Technician Comment	RC 12/17/10 BRAKE FLUID LOW,LITE ON NO EXTERNAL LEAKS 2/22/08 DL STS Found brake master cylinder leaking into booster. Replaced both master and booster, rechecked ok.
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	

Vehicle Information	
VIN	JM3TB28V390
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	04-Dec-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	14550
Vehicle Restraint Code	

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ECI Record	620476206	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-master cylinder/booster-hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2010
Tread Category Description	service brakes

Report Details	
Source Claim Key	000702367
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	30 -Jan-2011
Warranty Component Classification (WCC)	
Time in Service	24
V Function Group (VFG)	
Repair/Report/Paid Date	17-Dec-2010
Load Date	19 -Dec-2010
Dealer Code	42025
Dealer Name	SILL-TERHAR MOTORS, INC
Dealer City	BROOMFIELD
Dealer State/Province	CO
Dealer Country	USA
Dealer Phone Number	3034691801
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	LH 12/17/10 LOW BRAKE FLUID,ABS,TCS C1327(M/C) ABS/TCS LIGHT ON, BRAKE FLUID LOW IN MASTER CYLINDER NO EXTERNAL LEAKS replaced master cylinder and brake booster.
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB38A880 [REDACTED]
Model Year	2008
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	24-Apr-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	29596
Vehicle Restraint Code	
Engine Serial Number	CA 10245829
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	31-Dec-2008
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620476505	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000702686	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Dec-2010
Version Series Code		Load Date	27-Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	10169
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PARR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BREMERTON
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jan-2011		

Customer Comment	
Technician Comment	BS 12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THERE ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterwords. called mazda. said to replace with another booster. so i did. noise is gone.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A480	Engine Serial Number	CA 10250142
Model Year	2008	Engine Description	Unknown
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	26-May-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	42237	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620477065	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-codes found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000703281	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Dec-2010
Version Series Code		Load Date	03-Jan-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61542
Causal Part Name	unknown	Dealer Name	BIGGERS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELGIN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8476286000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jan-2011		

Customer Comment	
Technician Comment	DR 12/28/10 TRACTION & BRAKE LITE, CODE C1327 BRAKE AND TRACTION CONTROL LITES ON, CODE C1327, NO EXTERNAL LEAKS, BRAKE FLUID IS LOW, PADS ARE NOT WORN HAS NO EXTERNAL LEAKS the brake fluid has leaked in to the brake booster. replaced the brake booster and master cylinder.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A280	Engine Serial Number	CA 10235047
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	28-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	25389	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620477866	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2011
Tread Category Description	service brakes

Report Details	
Source Claim Key	000704140
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	06 -Feb-2011
Warranty Component Classification (WCC)	
Time in Service	34
V Function Group (VFG)	
Repair/Report/Paid Date	04-Jan-2011
Load Date	10 -Jan-2011
Dealer Code	10258
Dealer Name	ROYAL MOORE MAZDA
Dealer City	HILLSBORO
Dealer State/Province	OR
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	LH 01/04/11 BRAKE LIGHT ON,LOW BRAKE FLUID TCS LIGHT ON, BRAKE WARNING LIGHT ON. BRAKE FLUID LOW IN RESERVOIR NO EXTERNAL LEAKS replaced master cylinder and booster
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB38A980
Model Year	2008
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	21-Feb-2008
Plant Description	Unknown
Build Region	
Build Country Code	
Mileage	29590
Vehicle Restraint Code	
Engine Serial Number	CA 10233642
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	29-Mar-2008
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620478462	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011

Report Details	
Source Claim Key	000704774
Warranty Component Classification (WCC)	
Time in Service	25
Corporate Product Systems Classification (CPSC)	
V Function Group (VFG)	
Repair/Report/Paid Date	07-Jan-2011
Customer Condition Code	
Load Date	10-Jan-2011
Source System Program Type	
Dealer Code	50338
Version Series Code	
Dealer Name	MARTY SUSSMAN MAZDA
Causal Part Prefix- Base - Suffix	- -
NOT PROVIDED BY SOURCE	
Dealer City	WILLOW GROVE
Non Causal Part Prefix-Base-Suffix	
Dealer State/Province	PA
Non Causal Part Numbers	
Dealer Country	USA
Fault Code	
Diagonstic Trouble Code	
Dealer Phone Number	
Labor Operation Code	
Attachment	
Communication Type	
VOQ Component Description Code	
Maintenance Date	30-Jan-2011

Customer Comment	
Technician Comment	EO 01/07/11 BRAKE LIGHT ON(MASTER+BOOSTER) BRAKE FLUID LOSS/WARNING LIGHT. TOPPED OFF BRAKE FLUID LAST TIME IN. NO FLUID LEAKS FOUND. NOW BACK IN & FLUID IS LEVEL IS LOW AGAIN. replaced master cyl and brake booster due to fluid leak from master cyl.
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Size	Unknown
Tire Brand Series	
Wheel	
DOT Left Front	
DOT Right Front	
DOT Left Rear	
DOT Right Rear	
DOT Left Inner	
DOT Right Inner	
DOT Spare	

Vehicle Information	
VIN	JM3TB28V480
Engine Serial Number	CA 10246986
Model Year	2008
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F2I
Vehicle Description	CX-9
Body Cab Style	Unknown
Drive Line	2 WHL L/H FRONT DRIVE
Production Date	10-May-2008
Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Required Vehicle	
Build Region	
Warranty Start Date	12-Jan-2009
Build Country Code	
Transmission Serial Number	
Mileage	14362
Vehicle Axle Ratio	
Vehicle Restraint Code	

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Report Detail

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ECI Record	620480378	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	damage-chafed/excessive wear
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000706871	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	23
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jan-2011
Version Series Code		Load Date	30-Jan-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50358
Causal Part Name	unknown	Dealer Name	MOON TOWNSHIP MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CORAOPOLIS
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Feb-2011		

Customer Comment	
Technician Comment	RM 01/24/11 LOSS OF BRAKE FLUID(B/MASTER) CUST STATES LOSS OF BRAKE FLUID HAS TO ADD 1 QUART IN A MONTH NO LEAKS FOUND AND FLUID IS FULL AT THIS TIME. FRONT AND REAR BRAKES ARE 20% WORN. REPLACED MASTER CYL/ BOOSTER ASSY
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V080	Engine Serial Number	CA 10241934
Model Year	2008	Engine Description	Unknown
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	08-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	24196	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620480386	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	leak-fluid
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000706879	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jan-2011
Version Series Code		Load Date	30-Jan-2011
Causal Part Prefix- Base - Suffix	--	Dealer Code	70941
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BLUE RIDGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LEES SUMMIT
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8164346040
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Feb-2011		

Customer Comment	
Technician Comment	BS 01/24/11 REAR CALIPERS LEAK CUST STATES THE ABS,TCS & BRAKE LIGHTS ARE COMING ON. TECH STATES HE FOUND BOTH REAR CALIPERS ARE LEAKING.AT 1ST VISIT THEY FOUNDTHE LEFT SIDE LEAKING...REPLACED CALIPER,AT THE 2ND VISIT THE RIGHT CALIPERWAS LEAKING...REPLACED IT. NOW BOTH SIDES ARE LEAKING AGAIN AND THE BRAKE LIGHTS ARE COMING ON. TECH REPLACED MASTER CYLINDER..BOOSTER AND REAR CALIPERS. P
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A290	Engine Serial Number	CA 10257284
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	27-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	22324	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620480457	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000706959	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jan-2011
Version Series Code		Load Date	30 -Jan-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51563
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	WAYNE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WAYNE
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9736947700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30 -Jan-2011		

Customer Comment	
Technician Comment	TY 1/24/11 BRAKE TCS/ABS LIGHT ON TECH STS BRAKE TCS/ABS LIGHT ON TECH STS BRAKE TCS/ABS LIGHT ON Master cylinder leaking fluid into booster. Replacing both.
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V080	Engine Serial Number	CA 10242028
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	08-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	12-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	30900	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620482452	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2011
Tread Category Description	service brakes

Report Details	
Source Claim Key	000709161
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	06 -Mar-2011
Warranty Component Classification (WCC)	
Time in Service	21
V Function Group (VFG)	
Repair/Report/Paid Date	09-Feb-2011
Load Date	13 -Feb-2011
Dealer Code	10131
Dealer Name	DOUG'S LYNNWOOD MAZDA
Dealer City	EDMONDS
Dealer State/Province	WA
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	TY 2/9/11 LOW BRAKE FLUID TECH STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID, THE FLUID HAS LEAKED INTO THE BOOSTER. REPLACED SWITCH REPLACED THE MASTER & BOOSTER
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB38A190 [REDACTED]
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	02-Feb-2009
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	5959
Vehicle Restraint Code	
Engine Serial Number	CA 10285965
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	15-Jun-2009
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620482787	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-location-interior
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000709533	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Feb-2011
Version Series Code		Load Date	13-Feb-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61432
Causal Part Name	unknown	Dealer Name	PUGI MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DOWNERS GROVE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6309649500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Feb-2011		

Customer Comment	
Technician Comment	GF 2/11/11 BRAKE LIGHT ON DASH-MASTER CYLINDER & C/STATES THAT BRAKE LIGHT IS ON IN THE DASH TECH HAS CALLED AFTER INSP OF VEH WITH NO LEAKS FOUND Replaced master cylinder & booster
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38AX80	Engine Serial Number	CA 10255018
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	23-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	09-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	26417	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620482897	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000709648	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Feb-2011
Version Series Code		Load Date	20-Feb-2011
Causal Part Prefix- Base - Suffix	--	Dealer Code	10276
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	HERZOG/MEIER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BEAVERTON
Non Causal Part Numbers		Dealer State/Province	OR
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Feb-2011		

Customer Comment	
Technician Comment	JC 2/14/11 BRAKE AND TCS LIGHT ON*MASTER/BOOSTER THE BRAKE LIGHT IS ON. THE FLUID LEVEL IN THE MASTER IS LOW. NO EXTERNAL LEAKS FOUND. THE BRAKE PADS ARE GOOD. replaced leaking master cylinder and booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V790	Engine Serial Number	CA 10256584
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	24-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Jun-2009
Build Country Code		Transmission Serial Number	
Mileage	16108	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620483594	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000710422	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	21
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Feb-2011
Version Series Code		Load Date	20-Feb-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42085
Causal Part Name	unknown	Dealer Name	ANTIOCH MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ANTIOCH
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9257787200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Mar-2011		

Customer Comment	
Technician Comment	DR 02/18/11 BRAKE FLUID LOW,NO LEAK LOOSING BRAKE FLUID,NO LEAKS FOUND LOOSES BRAKE FLUID Replaced booster and master cyl. Found booster filled with brake fluid.
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V890	Engine Serial Number	CA I0271030
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	28-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	21-Jun-2009
Build Country Code		Transmission Serial Number	
Mileage	26863	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620484858	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	vibration/pulsation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000711813	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Mar-2011
Version Series Code		Load Date	06-Mar-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61416
Causal Part Name	unknown	Dealer Name	CONCOURS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MILWAUKEE
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4142901400
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13-Mar-2011		

Customer Comment	
Technician Comment	GF 3/1/11 C1327-MASTER& BOOSTER C/STATES TCS BRAKE LIGHTS ARE ON TECH HAS CALLED AFTER REPLACING MASTER CYL AND BOOSTER AND NOW HAVE A RATTETING TYPE PEDAL brake master cylinder leaking into power brake unit. replaced master cylinder and power brake unit. replacement brake master cylinder exhibited a vibration/groaning noise when brake pedal was depressed. replaced brake master cylinder per technical assistance, now o.k.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A380	Engine Serial Number	CA 10245782
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	24342	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620487261	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000714035	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Mar-2011
Version Series Code		Load Date	20-Mar-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61554
Causal Part Name	unknown	Dealer Name	GREEN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SPRINGFIELD
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2173912400
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Mar-2011		

Customer Comment	
Technician Comment	GF 3/18/11 DCS BRAKE TCS LIGHTS ARE ON-M/CYL BOOST C/STATES BRAKE DCS TCS LIGHTS COME ON TECH HAS CALLED WITH VEH THAT BEEN IN 1 TIME BEFORE FOR LOW BRAKE FLUID IN MASTER CYL replaced brake booster with new, fluid leaking into booster
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28AX80	Engine Serial Number	CA 10234365
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	26-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	04-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	33308	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620487290	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster/	Symptom fluid level-insufficient fluid
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster/	Symptom leak-fluid
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q1 2011
Tread Category Description	service brakes

Report Details	
Source Claim Key	000714064
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	17 -Apr-2011
Warranty Component Classification (WCC)	
Time in Service	20
V Function Group (VFG)	
Repair/Report/Paid Date	18-Mar-2011
Load Date	20 -Mar-2011
Dealer Code	34245
Dealer Name	NELSON MAZDA
Dealer City	TULSA
Dealer State/Province	OK
Dealer Country	USA
Dealer Phone Number	9182967800
Attachment	
VOQ Component Description Code	

Customer Comment	DR 03/18/11 BRAKE MASTER LEAKING INTO BOOSTER BRAKE FLUID LEVEL LOW,FOUND M/C LEAKING INTO BOOSTER
Technician Comment	FOUND MASTER CYLINDER LEAKING INTO BOOSTER
C Q I S Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	
DOT Left Front	
DOT Left Rear	
DOT Left Inner	
DOT Spare	
Tire Size	Unknown
Wheel	
DOT Right Front	
DOT Right Rear	
DOT Right Inner	

Vehicle Information	
VIN	JM3TB28A690 [REDACTED]
Model Year	2009
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	25-Jul-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	16741
Vehicle Restraint Code	
Engine Serial Number	CA 10258589
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Reaquired Vehicle	
Warranty Start Date	15-Aug-2009
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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ECI Record	620489770	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000716492	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	28
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Apr-2011
Version Series Code		Load Date	10 -Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51622
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	THOMPSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BALTIMORE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4102826300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17 -Apr-2011		

Customer Comment	
Technician Comment	RM 04/06/11 LOW BRAKE FLUID(B/MASTER) TECH STATES LOW BRAKE FLUID NO EXTERNAL LEAKS FOUND. HAS TOPPED OFF THE FLUID 2X FOR THE SAME CONCERN. Master cylinder leaking brake fluid into vac. brake booster. replacing both parts.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V680	Engine Serial Number	CA 10254763
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	19-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Dec-2008
Build Country Code		Transmission Serial Number	
Mileage	43505	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620490503	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-rotor/drum—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-rotor/drum—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000717307	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Apr-2011
Version Series Code		Load Date	17-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23956
Causal Part Name	unknown	Dealer Name	GAINESVILLE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GAINESVILLE
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3523767581
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Apr-2011		

Customer Comment	
Technician Comment	LH 04/12/11 BRAKE FLUID LOW(MASTER CYL) ABS DSC WARNING LIGHT ON. BRAKE FLUID LOW IN RESERVOIR ADD FLUID TO RESERVOIR, CHECK BRAKES NO EXTERNAL LEAKS, VEHICLE RETURNED WITH LOW BRAKE FLUID found brake master cylinder leaking internally into booster replaced both, ok
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A890	Engine Serial Number	CA 10282881
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	25-Nov-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	11-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	33460	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620490655	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000717479	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Apr-2011
Version Series Code		Load Date	17-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	I0503
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CONTINENTAL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ANCHORAGE
Non Causal Part Numbers		Dealer State/Province	AK
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jul-2011		

Customer Comment	
Technician Comment	RM 04/13/11 BRAKE LIGHT ON FLUID LOW(B/MASTER) TECH STATES BRAKE LIGHT ON FLUID IS LOW NO LEAKS FOUND. found brake fluid in brake booster. replaced brake booster and master cylinder and bled system
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38AX80	Engine Serial Number	CA 10248763
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	30-May-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-Sep-2008
Build Country Code		Transmission Serial Number	
Mileage	6657	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620490659	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000717483	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Apr-2011
Version Series Code		Load Date	17-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	10275
Causal Part Name	unknown	Dealer Name	RON TONKIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PORTLAND
Non Causal Part Numbers		Dealer State/Province	OR
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-May-2011		

Customer Comment	
Technician Comment	RM 04/13/11 BRAKE FLUID LOW(B/MASTER) TECH STATES BRAKE FLUID IS LOW PADS ARE THICK AND NO EXTERNAL LEAKS. TOPPED FLUID LAST VISIT. REPALCED BRAKE MASTER CYLINDER
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A380	Engine Serial Number	CA 10256360
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	27-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	19770	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record	620490885	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	air in system
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	vibration/pulsation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details

Source Claim Key	000717732	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	7
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Apr-2011
Version Series Code		Load Date	17-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34417
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	DENNIS EAKIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	KILLEEN
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jul-2011		

Customer Comment	
Technician Comment	RM 04/15/11 C1963 REPAIR AIR IN BRAKE SYSTEM TECH STATES AIR IN BRAKE SYSTEM AFTER C1963 REPAIR. HAS BLEED THE BRAKES MANUALLY AND BY IDS. PEDAL IS GEETING A LITTLE BETTER EVERY TIMW THEY USE IDS TO BLEED THE SYSTEM. SLIGHT VIBRATION FROM THE PEDAL WHEN APPLIED AND CAR IS NOT MOVING. ALSO A GROAN NOISE. replaced booster and master cylinder. Found slight leakage from rear of master cylinder into booster.
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB2MA1A0	Engine Serial Number	CA 10339271
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	28-May-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	11441	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620490926	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2011
Tread Category Description	service brakes

Report Details	
Source Claim Key	000717775
Corporate Product Systems Classification (CPS)	Warranty Component Classification (WCC)
Customer Condition Code	Time in Service
Source System Program Type	28
Version Series Code	V Function Group (VFG)
Causal Part Prefix- Base - Suffix	Repair/Report/Paid Date
Causal Part Name	15-Apr-2011
Non Causal Part Prefix-Base-Suffix	Load Date
Non Causal Part Numbers	17-Apr-2011
Fault Code	Dealer Code
Diagnostic Trouble Code	61534
Labor Operation Code	Dealer Name
Communication Type	LUTHER MAZDA
Maintenance Date	08-May-2011
	Dealer City
	BROOKLYN CENTER
	Dealer State/Province
	MN
	Dealer Country
	USA
	Dealer Phone Number
	7635665600
	Attachment
	VOQ Component Description Code

Customer Comment	
Technician Comment	JC 4/15/11 ABS TCS BRAKE LIGHT ON*MASTER/BOOSTER THE LIGHTS WERE ON. CLEARED THE CODE. NO CODES RESET AFTER CLEARING BUT THE LIGHTS ARE STILL ON. NETWORK TEST SHOWED FAILED ABS EPS RCM ASSM AND TPM ALL FAILED. NO CODES IN THE SYSTEM NOW. REPLACED BRAKE BOOSTER AND MASTER CYLINDER
CQIS Recommendations	

Tire Information	
Tire Manufacturer	Unknown
Tire Brand Series	Tire Size
DOT Left Front	Wheel
DOT Left Rear	Unknown
DOT Left Inner	DOT Right Front
DOT Spare	DOT Right Rear
	DOT Right Inner

Vehicle Information	
VIN	JM3TB38AX80
Model Year	2008
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	06-Mar-2008
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN
Build Region	
Build Country Code	
Mileage	12179
Vehicle Restraint Code	
Engine Serial Number	CA 10236360
Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Vehicle Description	CX-9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	02-Jan-2009
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620492383	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000719382	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Apr-2011
Version Series Code		Load Date	02-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	10177
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LEE JOHNSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	KIRKLAND
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code		Dealer Country	USA
Diagonal Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-May-2011		

C u s t o m e r	
Comment	
T e c h n i c i a n	
Comment	LD 04/28/11 BRAKE MASTER LEAKS FLUID (RI) BRAKE MASTER LEAKS FLUID MASTER PART # M U 48 AND JO292 Brake master cyl. leaking into pwr brk booster. Replaced both master cyl and booster.
C Q I S	
Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A080	Engine Serial Number	CA 10246040
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	06-May-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	08-Feb-2009
Build Country Code		Transmission Serial Number	
Mileage	15464	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620492530	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	mod-location-interior
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000719540	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Apr-2011
Version Series Code		Load Date	02 -May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42155
Causal Part Name	unknown	Dealer Name	MAZDA OF SANTA MONICA
Non Causal Part Prefix-Base-Suffix		Dealer City	SANTA MONICA
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3104961180
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29 -May-2011		

Customer Comment	
Technician Comment	GF 4/29/11 BRAKE FLUID LOW LITE ON-BOOSTER M/CYL C/STATES BRAKE LIGHTS ARE ON THE DASH TECH HAS CALLED WITH A CONCERN OF BRAKE FLUID LEAK NOT SEEN REPLACED BRAKE MASTER CYLINDER DUE TO LEAKING INTO BRAKE BOOSTER AND REPLACED BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V980	Engine Serial Number	CA 10251315
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	03-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	07-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	21931	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620492882	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000719924	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-May-2011
Version Series Code		Load Date	08-May-2011
Causal Part Prefix- Base - Suffix	--	Dealer Code	23960
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	COUNTRYSIDE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CLEARWATER
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7277972277
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jun-2011		

Customer Comment	
Technician Comment	IC 5/3/11 TCS LIGHT C1327*BOOSTER/MASTER THE TCS LIGHT IS ON. THE BRAKE FLUID IS LOW IN THE MASTER. INSPECTED THE SYSTEM AND FOUND NO EXTERNAIL LEAKS. FEELS THAT THE MASTER IS LEAKINGIN THE BOOSTER. replaced master cylinder and brake booster booster full of brake fluid
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A180	Engine Serial Number	CA 10251951
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	06-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	35875	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620494289	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000668081	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Apr-2010
Version Series Code		Load Date	21-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51627
Causal Part Name	unknown	Dealer Name	SMITH HAVEN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT JAMES
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6312651285
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-May-2011		

Customer Comment	
Technician Comment	BS 04/23/10 LOW BRAKE FLUID TECH STATES THE BRAKE FLUID LEVEL IS VERY LOW... DOWN TO THE MINIMUM LINE TECH STATES THERE ARE NO LEAKS SEEN IN THE SYSTEM added fluid
Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V890	Engine Serial Number	CA 10294983
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	26-Jun-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	10467	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620495794	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	air in system
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	leak-fluid
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000722572	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	36
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-May-2011
Version Series Code		Load Date	29-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23885
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	LOU BACHRODT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	COCONUT CREEK
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9542475000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jun-2011		

Customer Comment	
Technician Comment	RM 05/24/11 AIR NOISE FROM BRAKE PEDAL(BOOSTER) TECH STATES AIR NOISE FROM B/BOOSTER WHEN APPLIED ASKING IF ANY KNOW ISSUES. SOUNDS LIKE A SPRING NOISE AND FUEL TRIMST GO +25 WHEN BRAKES ARE APPLIED. REPLACED VALUE PADS WITH MAZDA OEM PADS AS REQUESTED AND TRACED NOISE TO THE BOOSTER REMOVED MASTER AND DETERMINED MASTER LEAKING INTO THE BOOSTER CAUSING BOSTER FAILURE REPLACED MASTER AND BOOSTER AS NEEDED AND BLEAD SYSTEM RETESTED AND DROVE ALL OK
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A480	Engine Serial Number	CA I0241394
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	03-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	65626	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620496872	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000723719	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Jun-2011
Version Series Code		Load Date	05-Jun-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23913
Causal Part Name	unknown	Dealer Name	DAYTONA MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DAYTONA BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3862740900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Jun-2011		

Customer Comment	
Technician Comment	BS 06/02/11 BRAKE LIGHT ON,C1327(MSTR&BOOSTER) CUST STATES THE BRAKE FLUID LEVEL LIGHT IS ON. TECH STATES THE FLUID LEVEL IS LOW TECH STATES THE VEH WAS IN FOR THE SAME CONCERN 8K MILES AGO AND THE FLUID LEVEL WAS TOPPED UP AT THAT TIME REPLACED BRAKE MASTER CYL AND BRAKE BOOSTER.MASTER CYL WAS LEAKING FLUID INTO BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A180	Engine Serial Number	CA 10233769
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	19-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	23119	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620499556	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000726580	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	37
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Jun-2011
Version Series Code		Load Date	26-Jun-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42004
Causal Part Name	unknown	Dealer Name	OAK TREE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN JOSE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4085536300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jul-2011		

Customer Comment	
Technician Comment	LD 06/22/11 BRAKE MASTER LEAK C1327 (RI) CLAIMS THAT THE BRAKE MASTER LEAKS AND THE CODE HAS REMOVED THE MASTER AND THE FLUID HAS LEAKED IN THE BOOSTER REPLACED BRAKE MASTER AND BRAKE BOOSTER PUT EVERY THING BACK TOGETHER AND RE-CHECK CONFIRMED REPAIR NO MORE CODES STORE OR PENDING AND NO MORE LEAKS INSIDE BRAKE BOOSTER.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V380	Engine Serial Number	CA 10243385
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	22-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	30612	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620502206	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000729372	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	33
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Jul-2011
Version Series Code		Load Date	17-Jul-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61594
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CONTINENTAL MAZDA OF NAPERVIL
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPERVILLE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6303525900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Jul-2011		

Customer Comment	
Technician Comment	RC 7/14/11 DCS,BRAKE LITE ON C1327 DL STS FLUID L BELOW MIN DL STS NO EXTERNAL LEAKS , ASKING IF MASTER IS LEAKING INTO THE BOOSTER Explained to customer repair procedure and parts needed to complete repairs
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A080	Engine Serial Number	CA 10244870
Model Year	2008	Engine Description	Unknown
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52047	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620504125	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/	Symptom	leak-fluid
Commodity	hydroboost—		
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000731428	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Jul-2011
Version Series Code		Load Date	31-Jul-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42004
Causal Part Name	unknown	Dealer Name	OAK TREE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN JOSE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4085536300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	31-Jul-2011		

Customer Comment	
Technician Comment	JC 7/28/11 LOW BRAKE FLUID THE BRAKE MASTER IS LOW ON FLUID. CALLED IF NEEDS AUTH TO ORDER THE PARTS FOUND THAT THE MASTER IS LEAKING FLUID INTO THE BOOSTER
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V080	Engine Serial Number	CA 10241439
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	04-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Dec-2008
Build Country Code		Transmission Serial Number	
Mileage	19729	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620504554	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000731874	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Aug-2011
Version Series Code		Load Date	07 -Aug-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	50219
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SCHWARTZ MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SHREWSBURY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07 -Aug-2011		

Customer Comment	
Technician Comment	AK 8/2/11 BRAKE AND TCS LIGHT ON C1327(MASTER CYL) C/S BRAKE AND TCS LIGHT IS ON NO REPAIR HAS BEEN DONE AT THIS TIME. TECH IS CALLING IN CAUSE HE DOES NOT KNOW WHAT TO DO AND IS WANTING TO SEE IF THE MASTER CYL CAN BE THE ISSUE.HE HAS NOT SIGHS OF A VISABLE LEAK BRAKES FEEL OK, AND THE LEVEL IN THE MASTER CYL IS A LITTLE LOWER THEN THE MIN MARK relpace laeking master cylinder
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V190	Engine Serial Number	CA 10286595
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	10-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Jun-2009
Build Country Code		Transmission Serial Number	
Mileage	31699	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620506918	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000734422	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Aug-2011
Version Series Code		Load Date	21 -Aug-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34594
Causal Part Name	unknown	Dealer Name	MUNDAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2815833400
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28 -Aug-2011		

Customer Comment	
Technician Comment	RC 8/19/11 ABS BARKE DSC LIGHTS ON DL STS NO VISIBLE SIGNS OF EXTERNAL LEAKAGE ANYWHERE ON THE BRAKE SYSTEM. DL DID NOT CHECK THE DTC.DL LOOSEN THE MASTER CAN SEE FLUID IN THE BOOSTER THE RES.WAS ALMOST EMPTY ASKING IF SHOULD REPLACE BOTH Replaced master cylinder and booster.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A790	Engine Serial Number	CA 10287123
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	17-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	06-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	19880	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620508385	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000735980	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	31-Aug-2011
Version Series Code		Load Date	04-Sep-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42062
Causal Part Name	unknown	Dealer Name	BIDDULPH MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PEORIA
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6239333900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Oct-2011		

Customer Comment	
Technician Comment	JC 8/31/11 LOW BRAKE FLUID*MASTER/BOOSTER THE BRAKE FLUID LIGHT IS ON. LOW BRAKE FLUID. THE FLUID LEAKING INTO THE BOOSTER. VERIFIED CONCERN, PERFORMED EGI DIAGNOSIS AND PULLED CODE C1327 FROM SYSTEM. INSPECTED AND FOUND FLUID LOW AND LEAKING INTO BOOSTER. REMOVED WINDSHIELD COWLING AND REPLACED BRAKE MASTER CYLINDER AND BOOSTER. BLED BRAKE FLUID SYSTEM OF AIR AND VERIFIED REPAIR.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A590	Engine Serial Number	CA 10265466
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	01-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	11458	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620508509	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-abs/traction control—	Symptom	burned out
Commodity	chassis-service brakes-abs/traction control—	Symptom	circuit-shorted
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-false activation/cycle/deploy
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-water leak/entry
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	burned out
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000736109	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	54
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Sep-2011
Version Series Code	AAAMR	Load Date	04-Sep-2011
Causal Part Prefix- Base - Suffix	--	Dealer Code	51600
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	WESTCHESTER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELMSFORD
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonsitic Trouble Code		Dealer Phone Number	9143473377
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18-Sep-2011		

Customer Comment	
Technician Comment	DC 09/01/11 PARK BRAKE, & TCS LIGHT ON U2064 ALSO. TECH STATES C CODES WERE FOR INCORRECT ABS INPUT AND LOW FLUID LEVEL C1327. B1322 FOR THE DOOR LOCK CIRCUIT SHORT TO GROUND, THOUGHT THE 2 ISSUES WERE RELATED AND DECIDED TO REPLACE THE BCM NO MOISTURE OR ANY ISSUES AT THE BCM AND IDS CONFIRMS OPEN/CLOSE OF DOORS. SYMPTOMS/ CONDITIONS U2064 ALSO. TECH STATES C CODES WERE FOR INCORRECT ABS INPUT AND LOW FLUID LEVEL C1327. B1322 FOR THE DOOR LOCK CIRCUIT SHORT TO GROUND, THOUGHT THE 2 ISSUES WERE RELATED & DECIDED TO REPLACE THE BCM. NO MOISTURE OR ANY ISSUES AT THE BCM AND IDS CONFIRMS OPEN/CLOSE OF DOORS. STATES NO CHANGE AFTER REPLACING THE BCM.....CODES STILL PRESENT. FOUND MASTER CYC FLDS LEAKING INTO VACUUM BOOSTER CAUSING TRACTION CONTROL, TCS OFF & PARKING LIGHT. REPL PARTS DROVE VEH WORKING.... NO CODES OR LIGHTS—
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38C670	Engine Serial Number	CY 212139
Model Year	2007	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	16-Feb-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Requaired Vehicle	
Build Region		Warranty Start Date	19-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	70125	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620508849	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000736482	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	30
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Sep-2011
Version Series Code		Load Date	11-Sep-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23901
Causal Part Name	unknown	Dealer Name	SOUTHERN STATES MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	RALEIGH
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9198397481
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Sep-2011		

Customer Comment	
Technician Comment	HAL 09/06/11 BRK & TCS LTS,C1327 C/S THE BRAKE & TCS LTS CAME ON...TECH STS THE LIGHTS ARE NOT ON AT THIS TIME BUT THE CODE C1327 IS STORED AND HE FOUND THE BRAKEM/C WAS LOW ON FLUID... *** CHANDRA, VIKAS **** TECH COULD NOT FIND AN EXTERNAL LEAK...REMOVED THE BRAKE M/C AND FOUND IT LEAKING INTO TEH BOOSTER...
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A680	Engine Serial Number	CA 10237911
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	17-Mar-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	21-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	27740	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Open Date	09/24/2008	
Sequence Number	00467	
ECI Record Id	623014050	
Source Code	MAZDA PQI	Source Claim # 000091553

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-stays on
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	FAULKNER MAZDA
Customer/Contact Name Last		Dealer Code	50351
Customer/Contact City		Dealer City	PHILADELPHIA
Customer/Contact State		Dealer State	PA
Comment Type	04	Attachments	Y
Customer Comments			
Technician Comments	BRAKE MASTER CYLINDER CUST STATES THAT THE BRAKE LIGHT, THE ABS LIGHT AND THE TCS LIGHT IS STAYING ON TECH FOUND BRAKE FLUID IN MASTER CYLINDER VERY LOW. UPON INSPECTION THE TECH FOUND THE FLUID FROM MASTER CYLINDER LEAKING INTO THE BRAKE BOOSTER. WE REPLACED MASTER CYLINDER AND BRAKE BOOSTER. MAZDA FIELD TECH FROM N.E. REGION HAPPENED TO BE HERE AND INSPECTED CAR ALSO 0022008-09-26CRPP253 THANK YOU FOR FEEDBACK		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V480 [REDACTED]	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	1996
Production Date	20-Mar-2008	Warranty Start Date	30-Jun-2008

Open Date	10/20/2008	
Sequence Number	00471	
ECI Record Id	623015719	
Source Code	MAZDA PQI	Source Claim # 000092313

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	mod-location-interior	Symptom Code 4	no keyword found
Original Symptom 1			
Original Symptom 2			
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	RAZZARI MAZDA
Customer/Contact Name Last		Dealer Code	41185
Customer/Contact City		Dealer City	MERCED
Customer/Contact State		Dealer State	CA
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRAKE FLUID LOSS CUSTOMER STATES TRACTION AND BRAKE LIGHTS ARE ON IN DASH MASTERCYLINDER LEAKING REMOVE AND REPLACE MASTERCYLINDER AND RETEST		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V980 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	3219
Production Date	09-Jul-2007	Warranty Start Date	25-May-2008

Open Date	02/23/2006	
Sequence Number	00476	
ECI Record Id	623017837	
Source Code	MAZDA PQI	Source Claim # 000095126

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name TASCA MAZDA
Customer/Contact Name	Last		Dealer Code 51599
Customer/Contact City			Dealer City SEEKONK
Customer/Contact State			Dealer State MA
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	LOW BRAKE FLUID BACK OF MASTER LEAKS INTO BOOSTER BAD SEAL REPLACE CYLOINDER AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V480	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	7635
Production Date	13-May-2008	Warranty Start Date	25-Sep-2008

Open Date	04/07/2009	
Sequence Number	00478	
ECI Record Id	623019396	
Source Code	MAZDA PQI	Source Claim # 000096094

Symptom Information			
Symptom Code 1	function-stays on	Symptom Code 2	no keyword found
Symptom Code 3	air in system	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First	Dealer Name	JOHN HINE MAZDA
Customer/Contact Name	Last	Dealer Code	40202
Customer/Contact City		Dealer City	SAN DIEGO
Customer/Contact State		Dealer State	CA
Comment Type	04	Attachments	N
Customer Comments			
Technician Comments	BRAKE LIGHT TCS AND BRAKE LIGHT STAY ON BRAKE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER CONFIRMED BRAKE LIGHT ON, CHECKED AND FOUND BRAKE FLUID LEVEL BELOW MINIMUM LEVEL. RACKED VEHICLE AND CHECKED FOR EXTERNAL LEAKS NONE FOUND, REMOVED MASTER CYLINDER AND FOUND REAR SEAL LEAKING INTO BRAKE BOOSTER. ORDERED NEW BRAKE MASTER CYLINDER AND BRAKE BOOSTER. REPLACED BRAKE MASTER CYLINDER AND BRAKE BOOSTER, BLEED BRAKE MASTER CYLINDER AND THEN ALL FOUR CALIPERS. BRAKE LIGHT IS OFF AT THIS 0022009-04-16CRPP253 THANK YOU FOR FEEDBACK		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	5335
Production Date	22-May-2008	Warranty Start Date	19-Sep-2008

Open Date	06/08/2009	
Sequence Number	00490	
ECI Record Id	623019668	
Source Code	MAZDA PQI	Source Claim # 000097222

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	MAZDA OF WESLEY CHAPEL
Customer/Contact Name Last		Dealer Code	23932
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	FL
Comment Type	04	Attachments	N
Customer Comments			
Technician Comments	MASTER CYLINDER LEAKING BRAKE FLUID LOW WITH NO VISABLE LEAKS MASTER CYLINDER LEAKING FLUID INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER 0022009-06-12CRPP253 THANK YOU FOR FEEDBACK (S LIMTIACO - CORP)		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A880	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	12416
Production Date	23-Apr-2008	Warranty Start Date	07-Jun-2008

Open Date	06/24/2009
Sequence Number	00497

ECI Record Id	623019720
Source Code	MAZDA PQI
Source Claim #	000097526

Symptom Information			
Symptom Code 1	mod-codes found	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E9FZ 54218A42A ACTUATOR FRT DR LATC		

Report Details			
Customer/Contact Name	First	Dealer Name	FREEMAN MAZDA
Customer/Contact Name	Last	Dealer Code	34302
Customer/Contact City		Dealer City	IRVING
Customer/Contact State		Dealer State	TX
Comment Type	03	Attachments	N

Customer Comments	
Technician Comments	ABS/ TCS AND BRAKE LIGHT ON. ABS/ TCS AND BRAKE LIGHT ON CODE C1327 STORED. BRAKE MASTER CYL. LEAKING BRAKE FLUID INTO BRAKE VACCUME BOOSETR. REPLACED BRAKE MASTER AND BRAKE BOOSTER.
C Q I S Recommendation Comments	

Vehicle Information			
VIN	JM3TB28A380	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	26456
Production Date	24-Apr-2008	Warranty Start Date	03-Jul-2008

Open Date	06/26/2009	
Sequence Number	00498	
ECI Record Id	623019724	
Source Code	MAZDA PQI	Source Claim # 000097554

Symptom Information		
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2 mod-codes found
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS	

Report Details		
Customer/Contact Name First		Dealer Name THE AUTOBARN MAZDA
Customer/Contact Name Last		Dealer Code 61533
Customer/Contact City		Dealer City COUNTRYSIDE
Customer/Contact State		Dealer State IL
Comment Type	03	Attachments N
C u s t o m e r Comments		
T e c h n i c i a n Comments	BS 06/11/09 TCS & BRAKE LIGHT ON,C1327 TECH STATES JUST THE LIGHTS ARE ON,NO DRIVABILITY TECHINCIAN FOUND MASTER CYLINDER LEAKING INTO VACCUM BOOST CAUSING CONCERN REPLACE MASTER CYLINDER AND BOOST	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A980 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 10266
Production Date	22-Apr-2008	Warranty Start Date 24-Jul-2008

Open Date	06/25/2009
Sequence Number	00501

ECI Record Id	623021056
Source Code	MAZDA PQI
Source Claim #	000097731

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-stays on
Symptom Code 3	leak-fluid	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	no keyword found	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	MORRIES MAZDA
Customer/Contact Name Last		Dealer Code	10809
Customer/Contact City		Dealer City	MINNETONKA
Customer/Contact State		Dealer State	MN
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRAKE LIGHT ALUMINATED CUSTOMER STATED THAT THE BRAKE FLUID LOW LIGHT WOULD COME ON AND STAY ON FOR AWHILE ON MORE THAN ONE OCCASION UPON INSPECTION THERE WERE NO SIGNS OF BRAKE FLUID LEAKING CALLED MAZDA REF# 620361 REPLACED BRAKE MASTER CYLINDER ASSY		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A680 [REDACTED]	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	16527
Production Date	21-Apr-2008	Warranty Start Date	15-Sep-2008

Open Date	07/21/2009	
Sequence Number	00518	
ECI Record Id	623021201	
Source Code	MAZDA PQI	Source Claim # 000098315

Symptom Information		
Symptom Code 1	no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS	

Report Details		
Customer/Contact Name First		Dealer Name MORRIES MAZDA
Customer/Contact Name Last		Dealer Code 10809
Customer/Contact City		Dealer City MINNETONKA
Customer/Contact State		Dealer State MN
Comment Type	03	Attachments N
Customer Comments		
Technician Comments	BRAKE LIGHT ON CUSTOMER STATES BRAKE LIGHT IS ON. FOUND BRAKE FLUID LEAKING AT REAR OF MASTER CYL INTO BRAKE BOOSTER. REPLACE BRAKE BOOSTER, MASTER CYLYNDER AND BLEED BRAKES.	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28A480 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 12511
Production Date	20-Jun-2008	Warranty Start Date 18-Aug-2008

Open Date	08/12/2009	
Sequence Number	00522	
ECI Record Id	623021230	
Source Code	MAZDA PQI	Source Claim # 000098565

Symptom Information			
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2	battery-dead/weak
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid	Symptom Code 6	mod-codes found
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Name	Last		Dealer Code 51614
Customer/Contact City			Dealer City MORRISTOWN
Customer/Contact State			Dealer State NJ
Comment Type	04		Attachments N
Customer Comments			
Technician Comments	CUST STATES THE TRACTION CONTROL LIGHT CAME ON CUST STATES TRACTION CONTROL LIGHT CAME ON AND ABS LIGHT IS ON VERIFIED CUST CONCERN. RAN IDS FOUND CODE FOR LOW BRAKE FLUID. CHECK MASTER LOW. REMOVED BATTERY. FOUND LEAK FROM MASTER TO BOOSTER. R&R MASTER CYLINDER AND AIR BLEED LINES. ROAD TESTED OK. 0022009-09-16MANP375 Thank you for your PQI on TCS light on due to leakfrom master cylinder. Yasu Yata@NE region		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V680	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	15149
Production Date	07-Apr-2008	Warranty Start Date	25-Jul-2008

Open Date	09/05/2009	
Sequence Number	00523	
ECI Record Id	623021249	
Source Code	MAZDA PQI	Source Claim # 000098682

Symptom Information			
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details				
Customer/Contact Name	First		Dealer Name	CORY FAIRBANKS MAZDA
Customer/Contact Name	Last		Dealer Code	23794
Customer/Contact City			Dealer City	LONGWOOD
Customer/Contact State			Dealer State	FL
Comment Type	03		Attachments	N
Customer Comments				
Technician Comments	BRKS-REPL MASTER CYL CK TRACTION CONTROL LIGHT IS ON C1327 LEAK AT REAR SEAL FOR MASTER CYL LEAKING INTO BRAKE BOOSTER REPL MASTER CYL AND BRAKE BOOSTER			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18275
Production Date	09-Jun-2008	Warranty Start Date	28-Jul-2008

Open Date	09/25/2009
Sequence Number	00524

ECI Record Id	623022225
Source Code	MAZDA PQI
Source Claim #	000098851

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	damage
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	DON MILLER MAZDA
Customer/Contact Name Last		Dealer Code	61528
Customer/Contact City		Dealer City	MADISON
Customer/Contact State		Dealer State	WI
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	T.C.S. LIGHT ON BRAKE LIGHT ON BRAKE FLUID WAS LOW DUE TO THE MASTER CYL REAR SEAL LEAKING INTO THE BOOSTER, RUINING IT. THE LEAKING REAR MASTER CYL SEAL CAUSED THE LEAK THAT RUINED THE VAC BOOSTER. REMOVED AND REPLACED THE LEAKING BRAKE MASTER CYL, AND THE RUINED VAC BOOSTER ASSY.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A580	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	10141
Production Date	09-Apr-2008	Warranty Start Date	28-Oct-2008

Open Date	09/16/2009
Sequence Number	00527

ECI Record Id	623022312
Source Code	MAZDA PQI
Source Claim #	000098940

Symptom Information			
Symptom Code 1	air in system	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	function-steering/brake ineffective	Symptom Code 4	no keyword found
Symptom Code 5	fluid level-insufficient fluid	Symptom Code 6	mod-codes found
Symptom Code 7	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact First Name		Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Last Name		Dealer Code	51614
Customer/Contact City		Dealer City	MORRISTOWN
Customer/Contact State		Dealer State	NJ
Comment Type	04	Attachments	N
Customer Comments			
Technician Comments	BRAKE LIGHT ON CUST STATES BRAKE LIGHT CAME ON VERIFIED CUST CONCERN. FOUND CODE FOR LOW BRAKE FLUID. INSPECTED MASTER CYLINDER, FOUND EMPTY WITH NO LEAKS ON BOOSTER, REMOVED LINE, FOUND BRAKE FLUID IN BOOSTER. REPLACED BRAKE MASTER DUE TO WEAK SEAL AT BACK. BLED SYSTEM DUE TO AIR IN LINES. 0022009-10-09MANP375 Thank you for your PQI on brake light on due to leakage into booster. Yasu Yata@NE region		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V580	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	16507
Production Date	16-Apr-2008	Warranty Start Date	27-Aug-2008

Open Date	09/03/2009	
Sequence Number	00528	
ECI Record Id	623022348	
Source Code	MAZDA PQI	Source Claim # 000098629

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-failed gasket/seal/ weatherstrip
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name CONTINENTAL MAZDA OF NAPERVIL
Customer/Contact Name	Last		Dealer Code 61594
Customer/Contact City			Dealer City NAPERVILLE
Customer/Contact State			Dealer State IL
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	C1327 C1327 - LOW BRAKE FLUID - NO EXTERNAL LEAKS VISIBLE. BRKAE FLUID LEAKING FROM MASTER CYLINDER SEAL INTO BRAKE BOOSTER. INSTRUCTED TO REPLACE BRAKE BOOSTER & MASTER CYLINDER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A680 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13490
Production Date	22-Apr-2008	Warranty Start Date	13-Nov-2008

Open Date	10/26/2009
Sequence Number	00530

ECI Record Id	623022422
Source Code	MAZDA PQI
Source Claim #	000099248

Symptom Information	
Symptom Code 1	mod-driving condition-while turning
Symptom Code 2	pedal concerns-service brake pedal
Symptom Code 3	mod-codes found
Symptom Code 4	fluid level-insufficient fluid
Symptom Code 5	function-malfunction/inoperative
Symptom Code 6	leak-failed gasket/seal/weatherstrip
Symptom Code 7	leak-fluid
Original Symptom 1	
Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS

Report Details	
Customer/Contact First Name	
Dealer Name	DON MILLER MAZDA
Customer/Contact Last Name	
Dealer Code	61528
Customer/Contact City	
Dealer City	MADISON
Customer/Contact State	
Dealer State	WI
Comment Type	03
Attachments	N
Customer Comments	
Technician Comments	RC 9/21/09 TCS/ ABS LITE C1327 RES.LOW,TURNED BRAKE LITE ON LEAKING SEALS IN MASTER CYL CAUSED LOW FLUID LEVEL TO SET LIGHT. MASTER CYL LEAKING INTO VAC BOOSTER. REPLACED BOTH. PROB SOLVED.
C Q I S Recommendation Comments	

Vehicle Information	
VIN	JM3TB38A580 [REDACTED]
Engine	Unknown
Model	CX-9
Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008
Mileage	10137
Production Date	09-Apr-2008
Warranty Start Date	28-Oct-2008

Open Date	10/27/2009	
Sequence Number	00533	
ECI Record Id	623022431	
Source Code	MAZDA PQI	Source Claim # 000099301

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details				
Customer/Contact Name	First		Dealer Name	IRWIN MAZDA
Customer/Contact Name	Last		Dealer Code	51574
Customer/Contact City			Dealer City	FREEHOLD
Customer/Contact State			Dealer State	NJ
Comment Type	04		Attachments	N
Customer Comments				
Technician Comments	BRAKE LIGHT ON BRAKE LIGHT ON MASTER CYLINDER DEFECTIVE REPLACE			
C Q I S Recommendation Comments	0022009-11-02MANP375 Thank you for your PQI on brake fluid leak. Yasu Yata@NER			

Vehicle Information			
VIN	JM3TB38V780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	14823
Production Date	02-Apr-2008	Warranty Start Date	13-Dec-2008

Open Date	09/04/2009	
Sequence Number	00534	
ECI Record Id	623022471	
Source Code	MAZDA PQI	Source Claim # 000099313

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact First Name		Dealer Name	ROGER BEASLEY MAZDA, INC.
Customer/Contact Last Name		Dealer Code	34318
Customer/Contact City		Dealer City	AUSTIN
Customer/Contact State		Dealer State	TX
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRAKE MIL ON BRAKE MIL & TCS MIL ON DUE TO LOW BRAKE FLUID LEVEL REAR SEAL OF BRAKE MASTER CYLINDER WAS LEAKING FLUID IN VACCUUM BOOSTER. REPLACED BRAKE MASTER CYLINDER & AIR BLEED HYDRULIC SYSTEM.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17878
Production Date	22-Feb-2008	Warranty Start Date	28-Mar-2008

Open Date	11/02/2009	
Sequence Number	00535	
ECI Record Id	623022481	
Source Code	MAZDA PQI	Source Claim # 000099402

Symptom Information		
Symptom Code 1	no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS	

Report Details		
Customer/Contact First Name		Dealer Name OPEN ROAD MAZDA
Customer/Contact Last Name		Dealer Code 51484
Customer/Contact City		Dealer City EAST BRUNSWICK
Customer/Contact State		Dealer State NJ
Comment Type	04	Attachments N
Customer Comments		
Technician Comments	MASTER CYLINDER AND BOOSTER VCS, TCS, AND BRAKE LIGHT ON CONFIRMED FOUND BRAKE FLUID LEAKING FROM BRAKE MASTER CYLINDER TO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BOOSTER AND NOW AS DESIGNED 0022009-11-10MANP375 Thank you for your PQI on Master cylinder leakage.Yasu	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB28V780 [REDACTED]	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 14100
Production Date	08-Apr-2008	Warranty Start Date 20-Jan-2009

Open Date	11/12/2009	
Sequence Number	00536	
ECI Record Id	623022516	
Source Code	MAZDA PQI	Source Claim # 000099536

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	mod-codes found
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	OPEN ROAD MAZDA
Customer/Contact Name Last		Dealer Code	51484
Customer/Contact City		Dealer City	EAST BRUNSWICK
Customer/Contact State		Dealer State	NJ
Comment Type	04	Attachments	N
Customer Comments			
Technician Comments	BRAKE BOOSTER AND MASTER CYL TCS VSC LIGHT ON CODES C1327 AND U2064IC MASTER CYLINDER LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYLINDER AND BRAKE BOOSTER 0022009-11-23MANP375 Thank you for your PQI on brake master cylinder leakage. Yasu Yata@NER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V180 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	19054
Production Date	20-May-2008	Warranty Start Date	31-Jul-2008

Open Date	11/11/2009	
Sequence Number	00537	
ECI Record Id	623022985	
Source Code	MAZDA PQI	Source Claim # 000099558

Symptom Information			
Symptom Code 1	mod-driving condition-on deceleration/braking	Symptom Code 2	nvh-noisy operation
Symptom Code 3	mod-location-interior	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E9FZ 54218A42A ACTUATOR FRT DR LATC		

Report Details			
Customer/Contact Name	First		Dealer Name BOUNTIFUL MAZDA
Customer/Contact Name	Last		Dealer Code 42046
Customer/Contact City			Dealer City BOUNTIFUL
Customer/Contact State			Dealer State UT
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	LOUD HISSING SOUND WHEN APPLYING BRAKES WHEN PRESSING ON BRAKE PEDAL THERE IS A LOUD HISSING SOUND UNDER THE DASH BRAKE BOOSTER LEAKING REPLACE BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18365
Production Date	29-Aug-2007	Warranty Start Date	22-Oct-2007

Open Date	11/18/2009	
Sequence Number	00538	
ECI Record Id	623023015	
Source Code	MAZDA PQI	Source Claim # 000099595

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	fluid level-insufficient fluid
Symptom Code 5	no keyword found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name JOHN HINE MAZDA
Customer/Contact Name	Last		Dealer Code 40202
Customer/Contact City		Dealer City	SAN DIEGO
Customer/Contact State		Dealer State	CA
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	<p>HAL 10/16/09 DSC,TCS,BRK LTS ON TECH STS THE ABS,DSC AND BRAKE WARNING LIGHTS ARE ON..THE CODE C1327 LEAKING BRAKE MASTER CYLINDER LEAK FLUID INTO BRAKE BOOSTER REF#641-048 (HENRY)CHECKED TCS & ABS BRAKE CONTROL SYSTEM AND OBTAINED DTC C1327.INSPECTED BRAKE FLUID LEVEL AS PER DTC C1327 MAZDA SERVICE MANUAL FLOW CHART AND FOUND BRAKE FLUID WAS LOW BY 1 CAN.ADDED BRAKE FLUID AND CHECKED BRAKE HYDRAULIC SYSTEM FOR LEAK.FOUND BRAKE MASTER CYLINDER LEAK FLUID INTO BRAKE BOOSTER.CONTACTED MAZDA TECH HOT LINE AND SPOKE TO HENRY WITH REF#641-048 ABOUT THE SYM</p>		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28V380	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	24942
Production Date	07-Apr-2008	Warranty Start Date	16-May-2008

Open Date	11/23/2009	
Sequence Number	00540	
ECI Record Id	623023117	
Source Code	MAZDA PQI	Source Claim # 000099714

Symptom Information			
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2	damage
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	ROYAL PALM MAZDA
Customer/Contact Name Last		Dealer Code	23944
Customer/Contact City		Dealer City	ROYAL PALM BEACH
Customer/Contact State		Dealer State	FL
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRAKE, TCS AND ABS LIGHT ON CUST STATES BRAKE LIGHT, ABS AND TRACTION CONTROL LIGHT IS ON FOUND MASTER CYL LEAKING AND DAMAGE BOOSTER TECH LINE REF 645245, REPL MASTER CYL AND BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A280 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18990
Production Date	09-Apr-2008	Warranty Start Date	26-Dec-2008

Open Date	11/17/2009	
Sequence Number	00542	
ECI Record Id	623023415	
Source Code	MAZDA PQI	Source Claim # 000100054

Symptom Information			
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2	air in system
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name ROGER BEASLEY MAZDA, INC.
Customer/Contact Name	Last		Dealer Code 34318
Customer/Contact City			Dealer City AUSTIN
Customer/Contact State			Dealer State TX
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	BRAKE MIL & TCS MIL ON BRAKE MIL & TCS MIL ON DUE TO LOW FLUID LEVEL IN MASTER CYLINDER RESEVIOR. MASTER CYLINDER WAS LEAKING BRAKE FLUID INTO VACCUUM ASSIST BOOSTER. REPLACED BRAKE MASTER CYLINDER & VACCUUM BOOSTER. AIR BLEED BRAKE SYSTEM & TEST DROVE VEHICLE.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9364
Production Date	04-Jun-2008	Warranty Start Date	31-Oct-2008

Open Date	12/31/2009	
Sequence Number	00544	
ECI Record Id	623023485	
Source Code	MAZDA PQI	Source Claim # 000100125

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-codes found
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	BIGGERS MAZDA
Customer/Contact Name Last		Dealer Code	61542
Customer/Contact City		Dealer City	ELGIN
Customer/Contact State		Dealer State	IL
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	TY 12/28/09 BRAKE FLUID LOW C1327 TECH STS BRAKE FLUID LOW C1327 FLUID LEAKING PAST MASTER CYLINDER SEALS AND INTO BOOSTER. found brake fluid leaking from master cylinder into booster.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A980	Engine	Unknown
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	13479
Production Date	22-Apr-2008	Warranty Start Date	09-Sep-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623023618	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000100253	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	12
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Jan-2010
Version Series Code		Load Date	22-Feb-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51574
Causal Part Name	MASTER CYLINDER	Dealer Name	IRWIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FREEHOLD
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	7324621818
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2010		

Customer Comment	
Technician Comment	WARNING LIGHTS TRACTION LIGHT ABS LIGHT BRAKE LIGHT ON DASH MASTER CYLINDER LEAKING INTERNALLY REPLACE POWER BRAKE UNIT AND VACUUM POWER ASSIST 0022010-02-02MANP375 Thank you for your PQI on warning lighth on due to leak brake fluid. Yasu Yata@NER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V990	Engine Serial Number	CA 10256592
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	24352	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Open Date	01/01/2010	
Sequence Number	00545	
ECI Record Id	623023633	
Source Code	MAZDA PQI	Source Claim # 000100606

Symptom Information			
Symptom Code 1	function-stays on	Symptom Code 2	mod-weather-cold
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name First		Dealer Name	MARK BAILEY - DCSM #02
Customer/Contact Name Last		Dealer Code	NEP02
Customer/Contact City		Dealer City	WALLINGFORD
Customer/Contact State		Dealer State	CT
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	TCS AND BRAKE LIGHT STAYS ON WHEN COLD. CUSTOMER STATES TCS AND BRAKE LIGHT STAYS ON WHEN COLD. TECH FOUND BRAKE FLUID LOW. DIAG AND FOUND BRAKE MASTER CYL SEAL LEAKING. REPLACED BRAKE MASTER CYLINDER. LEAKING MASTER BRAKE CYL. REPLACED LEAKING BRAKE MASTER CYL.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V980 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18568
Production Date	26-Jun-2008	Warranty Start Date	05-Jan-2009

Open Date	03/02/2010	
Sequence Number	00546	
ECI Record Id	623024137	
Source Code	MAZDA PQI	Source Claim # 000100774

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details				
Customer/Contact Name	First		Dealer Name	BONIFACE-HIERS MAZDA
Customer/Contact Name	Last		Dealer Code	23684
Customer/Contact City			Dealer City	MELBOURNE
Customer/Contact State			Dealer State	FL
Comment Type	04		Attachements	N
Customer Comments				
Technician Comments	<p>TY 3/2/10 LOW BRAKE FLUID TECH STS BRAKE FLUID LOW. SERVICING TECH NOTICED BRAKE FLUID WAS VERY LOW. LIGHT WAS NOT ON YET. NO CODES. BRAKE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. NO SIGN OF EXTERNAL LEAKAGE. REPLACED M/CYL AND BRAKE BOOSTER. M/CYL # MU14 J0170. 0022010-03-03MANP323 Thank you for PQI and e-mail to JB. I checked modification history for this issue and found mazda had improved this issue on around 1/1/2009. The modification starting lot number is U39. However I will report this cases to Japan just in case. Please keep the replaced parts. We will place warranty parts collection request. Sam</p>			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB28A780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	17944
Production Date	25-Jun-2008	Warranty Start Date	23-Sep-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623024272	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	000100930	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	12
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Mar-2010
Version Series Code		Load Date	05 -Apr-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51574
Causal Part Name	MASTER CYLINDER	Dealer Name	IRWIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FREEHOLD
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7324621818
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	05 -Apr-2010		

Customer Comment	
Technician Comment	BRAKE LIGHT PARKING LAMP TCS LAMP ON LEAKING MASTER CYLINDER INTO BRAKE BOOSTER REPLACE MASTER CYLINDER AND BRAKE BOOSTER 0022010-03-22MANP375 Thank for your PQI on brake master having fluid leakage to booster. Yaus Yata@NER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V090	Engine Serial Number	CA 10286762
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	11-Feb-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	14618	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Open Date	03/17/2010	
Sequence Number	00548	
ECI Record Id	623024293	
Source Code	MAZDA PQI	Source Claim # 000100955

Symptom Information			
Symptom Code 1	leak-loss of vacuum	Symptom Code 2	nvh-noisy operation
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	no keyword found
Original Symptom 1	Original Symptom 2		
Causal Component Base	E9FZ 54218A42A ACTUATOR FRT DR LATC		

Report Details			
Customer/Contact Name	First		Dealer Name JOHN HINE MAZDA
Customer/Contact Name	Last		Dealer Code 40202
Customer/Contact City			Dealer City SAN DIEGO
Customer/Contact State			Dealer State CA
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	BRAKE BOOSTER WHISTLE NOISE FROM BRAKE PEDAL INTERNAL VACUUM LEAK REPLACE BRAKE BOOSTER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V080	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	25474
Production Date	24-Apr-2008	Warranty Start Date	25-Jun-2008

Open Date	04/01/2010	
Sequence Number	00550	
ECI Record Id	623024547	
Source Code	MAZDA PQI	Source Claim # 000101138

Symptom Information		
Symptom Code 1	no keyword found	Symptom Code 2 leak-fluid
Symptom Code 3	repair-similar failures on other vehicles mentioned	
Original Symptom 1	Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS	

Report Details		
Customer/Contact First Name		Dealer Name COURTESY MAZDA LAS VEGAS
Customer/Contact Last Name		Dealer Code 42054
Customer/Contact City		Dealer City LAS VEGAS
Customer/Contact State		Dealer State NV
Comment Type	03	Attachments N
Customer Comments		
Technician Comments	TCS/BRAKE LIGHT ON CUSTOMER CAME IN ON BRAKE AND TCS LIGHTS ON.WE FOUND THAT THE MASTER WAS LEAKING DOWN INTO BOOSTER.WE NOW HAVE 4 VEHICLES HERE WITH SAME CONCERN. MASTER CYLINDER LEAKING WE REPLACED THE MASTER AND THE BRAKE BOOSTER/ROADTESTED FOR 20MILES AND SYSTEM NOW WORKING AS DESIGNED	
C Q I S Recommendation Comments		

Vehicle Information		
VIN	JM3TB38A280 [REDACTED]	Engine Unknown
Model	CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage 13504
Production Date	15-Apr-2008	Warranty Start Date 28-Feb-2009



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623024612	Source Code	MAZDA PQI
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Commodity Assignment

Commodity	chassis-service brakes-abs/traction control—	Symptom	function-stays on
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details

Source Claim Key	000101216	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	13
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Apr-2010
Version Series Code		Load Date	04-Jul-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	42046
Causal Part Name	MASTER CYLINDER	Dealer Name	BOUNTIFUL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BOUNTIFUL
Non Causal Part Numbers		Dealer State/Province	UT
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3853972277
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Jul-2010		

Customer Comment	
Technician Comment	BRAKE, ABS & TCS LIGHTS ON BRAKE, ABS & TCS LIGHTS ALWAYS ON FOUND MASTER CYLINDER LOW ON BRAKE FLUID. CHECKED SYSTEM FOR LEAKS AND NONE WERE FOUND. CALLED HOTLINE AND WAS RECOMMENDED TO REPLACE BRAKE BOOSTER AND MASTER CYLINDER REPLACE BRAKE BOOSTER AND MASTER CYLINDER
CQIS Recommendations	

Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information

VIN	JM3TB38V890	Engine Serial Number	CA 10285504
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	23-Jan-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	18560	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Open Date	04/29/2010	
Sequence Number	00552	
ECI Record Id	623024803	
Source Code	MAZDA PQI	Source Claim # 000101447

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	contaminated/foreign
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First	Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Name	Last	Dealer Code	51614
Customer/Contact City		Dealer City	MORRISTOWN
Customer/Contact State		Dealer State	NJ
Comment Type	04	Attachments	N
Customer Comments			
Technician Comments	TY 4/26/10 BRAKE FLUID LEAK TECH STS BRAKE FLUID LEAK INTO BOOSTER. MASTER CYLINDER LEAKING INTO BOOSTER AS PER TECH LINE REF #668168 PULLED CODE B1327 LOW ABS FLUID IN ABS, MASTER CYLANDER WAS EMPTY CORRECTION REPLACED BRAKE BOOSTER AND MASTER CYLANDER AS PER TECH LINE REPLACED BOOSTER DUE TO CONTAMINATION, BLEED BRAKE SYSTEM 0022010-05-03MANP375 Thank you for your PQI on leakage from master cylinder. Yasu Yata@NER		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V680	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	18772
Production Date	14-Apr-2008	Warranty Start Date	23-Jun-2008

Open Date	05/04/2010
Sequence Number	00554

ECI Record Id	623024897
Source Code	MAZDA PQI
Source Claim #	000101550

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	function-stays on
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Symptom Code 5	mod-indicator light/warning chime on	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First	Dealer Name	CORY FAIRBANKS MAZDA
Customer/Contact Name	Last	Dealer Code	23794
Customer/Contact City		Dealer City	LONGWOOD
Customer/Contact State		Dealer State	FL
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRKS-REPL MASTER CYL CK TRAC LIGHTS BRK LIGHT STAYING ON LOW BRK FLUID RESERVOIR LEAKING AT GSKT REPL BRK MASTER CYL		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB28A980	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	26864
Production Date	24-Apr-2008	Warranty Start Date	16-Aug-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623025291	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000102003	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	7
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Jun-2010
Version Series Code		Load Date	04-Jul-2010
Causal Part Prefix- Base - Suffix	TDY1 -43 -80ZA	Dealer Code	50127
Causal Part Name	VACUUM POWER ASSIST	Dealer Name	ROGER BURDICK MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CICERO
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonal Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Oct-2010		

Customer Comment	
Technician Comment	ABS,BRAKE LIGHT CUSTOMER STATES THE ABS AND BRAKE LIGHT ILLUMINATE PLEASE CHECK AND ADVISE DIAGNOSED AND FOUND THE MASTER CYLINDER LEAKING BRAKE FLUID IN THE BRAKE BOOSTER REMOVED AND REPLACED THE MASTER CYLINDER AND BRAKE BOOSTER AND RETESTED TO VERIFY REPAIRS
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB3MV9A0	Engine Serial Number	CA 10303159
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Sep-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	7548	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623025316	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010		

Report Details			
Source Claim Key	000102030	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	16
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Jun-2010
Version Series Code		Load Date	04-Jul-2010
Causal Part Prefix- Base - Suffix	IDY1 -43 -80ZA	Dealer Code	23944
Causal Part Name	VACUUM POWER ASSIST	Dealer Name	ROYAL PALM MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ROYAL PALM BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5613707170
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Oct-2010		

Customer Comment	
Technician Comment	BRAKE FLUID LEAK CUSTOMER STATES FLUID LEAK FROM LEFT CENTER FOUND BRAKE FLUID LEAK FROM MASTER INTO BOOSTER ASSY REPLACED BRAKE BOOSTER AND MASTER CYLINDER
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A690	Engine Serial Number	CA 10266655
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	05-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	16-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	17528	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	623025596	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		

Report Details			
Source Claim Key	000102247	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	9
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Jul-2010
Version Series Code		Load Date	03 -Oct-2010
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	34451
Causal Part Name	MASTER CYLINDER	Dealer Name	JEFF HAAS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Oct-2010		

Customer Comment	
Technician Comment	DSC LIGHT ON BRAKE WARNING LIGHT ON DSC,AND TCS LIGHTS ON BRAKE WARNING LIGHT ON CHECKED BRAKING SYSTEM FOR VISIBLE FLUID LEAKS AT ALL WHEELS AND ABS PUMP NO LEAKS FOUND REMOVED BRAKE MASTER CYLINDER AND FOUND FLUID LEAK FROM MASTER CYLINDER INTO BRAKE BOOSTER. REPLACED BRAKE MASTER CYLINDER AND BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB2MA8A0	Engine Serial Number	CA 10302658
Model Year	2010	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	18-Sep-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Nov-2009
Build Country Code		Transmission Serial Number	
Mileage	14166	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	07/30/2010	
Sequence Number	00556	
ECI Record Id	623025738	
Source Code	MAZDA PQI	Source Claim # 000102406

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime on
Symptom Code 3	misaligned/out of position/adjustment/poor fit	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	leak-fluid	Symptom Code 6	loose
Symptom Code 7	mod-codes found		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact First Name		Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Customer/Contact Last Name		Dealer Code	51614
Customer/Contact City		Dealer City	MORRISTOWN
Customer/Contact State		Dealer State	NJ
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	LH 07/28/10 ABS/TCS LIGHT,LOW BRAKE FLUID LOW BRAKE FLUID, ABS AND TCS LIGHT ON NO BRAKE FLUID IN RESIVOR CONNECT AND DISCONNECT IDS C1327 BRAKE FLUID LEVEL LOW, U2064 WARNING INDICATOR REQUESTED BY ANOTHER CONTROL MODULE AND U0140 LOST COMMUNICATION WITH BCM. TECH FOUND BRAKE FLUID LEVEL LOW IN RESORVOIR CAUSING LIGHTS TO APPEAR ON DASH. TECH FOUND BRAKE FLUID LEAKING FROM BRAKE MASTER CYLINDER INTO BRAKE BOOSTER. CALLED TECH HOTLINE AND SPOKE CORRECTION REMOVED AND REPLACED BRAKE MASTER CYLINDER AND BRAKE BOOSTER. RESECURED AND REFILLED F		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V780 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20329
Production Date	20-May-2008	Warranty Start Date	11-Feb-2009

Open Date	09/09/2010
Sequence Number	00557

ECI Record Id	623026077		
Source Code	MAZDA PQI	Source Claim #	000102830

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	mod-codes found
Symptom Code 5	mod-indicator light/warning chime on		
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First	Dealer Name	BIGGERS MAZDA
Customer/Contact Name	Last	Dealer Code	61542
Customer/Contact City		Dealer City	ELGIN
Customer/Contact State		Dealer State	IL
Comment Type	03	Attachments	N
Customer Comments			
Technician Comments	BRAKE LIGHT ON RED BRAKE LIGHT ON DASH IS ON AND CODE C1327 STORED.FLUID IN RESEVOIR IS LOW WITH N O VISIBLE LEALS AND ALL BRAKE PADS ARE IN GOOD CONDITION. MASTER CYLINDER IS LEAKING INTO BOOSTER REPLACED MASTER CYLINDER AND BOOSTER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A080	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	28592
Production Date	23-May-2008	Warranty Start Date	31-Oct-2008

Open Date	09/10/2010	
Sequence Number	00558	
ECI Record Id	623026086	
Source Code	MAZDA PQI	Source Claim # 000102842

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-codes found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details				
Customer/Contact Name	First		Dealer Name	BIGGERS MAZDA
Customer/Contact Name	Last		Dealer Code	61542
Customer/Contact City			Dealer City	ELGIN
Customer/Contact State			Dealer State	IL
Comment Type	03		Attachments	N
Customer Comments				
Technician Comments	LEAK BRAKE FLUID LOW AND CODE C1327 STORED. MASTER CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BOOSTER BLED BREAKES.			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A580	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	28715
Production Date	02-Jun-2008	Warranty Start Date	23-Aug-2008

Open Date	09/22/2010	
Sequence Number	00559	
ECI Record Id	623026181	
Source Code	MAZDA PQI	Source Claim # 000102940

Symptom Information			
Symptom Code 1	leak-fluid	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	mod-codes found	Symptom Code 4	mod-indicator light/warning chime on
Symptom Code 5	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component Base	E94Y 5421596 B RUN-FRONT DOOR GLASS		

Report Details			
Customer/Contact Name	First		Dealer Name BIGGERS MAZDA
Customer/Contact Name	Last		Dealer Code 61542
Customer/Contact City			Dealer City ELGIN
Customer/Contact State			Dealer State IL
Comment Type	03		Attachments N
Customer Comments			
Technician Comments	BRAKE FLUID LEAK BRAKE LIGHT AND ABS LIGHT ARE ON.CODE C1327 STORED.BRAKE FLUID LEVEL IS LOW. MASTER CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER AND BOOSTER.		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38A780	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	27367
Production Date	24-Jun-2008	Warranty Start Date	03-Dec-2008



Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623026469	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-stays on
Commodity	chassis-service brakes—	Symptom	mod-driving condition-at start up
Commodity	chassis-service brakes—	Symptom	mod-driving condition-engine-cold
Commodity	chassis-service brakes—	Symptom	mod-weather-cold
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000103217	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	23
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Oct-2010
Version Series Code		Load Date	03-Jan-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51434
Causal Part Name	MASTER CYLINDER	Dealer Name	HERITAGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OWINGS MILLS
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jan-2011		

Customer Comment	
Technician Comment	TCS/DCS LIGHT COME WHEN COLD START TCS LIGHT STAYS ON WHEN STARTING COLD BRAKE FLUID LOW IN MASTER CYLINDER DUE TO LEAKING INTO BRAKE BOOSTER PAST PLUNGER SEAL REPLACED MASTER CYLINDER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38V480	Engine Serial Number	CA 10241689
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	07-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	12-Dec-2008
Build Country Code		Transmission Serial Number	
Mileage	28283	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	623026484	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000103234	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Nov-2010
Version Series Code		Load Date	03-Jan-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51482
Causal Part Name	MASTER CYLINDER	Dealer Name	FITZGERALD MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FREDERICK
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jan-2011		

Customer Comment	
Technician Comment	BRAKES BRAKE WARNING LIGHT ON, ALSOTCS AND TRACTION LIHGTS ON BRAKE MASTER CYLINDER LEAKING FLUID INTO BRAKE BOOSTER REPLACE BRAKE MASTER CYLINDER AND BRAKE BOOSTER
C Q I S Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A980	Engine Serial Number	CA 10237658
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	12-Mar-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	10-May-2008
Build Country Code		Transmission Serial Number	
Mileage	33903	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	623026551	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	function-malfunction/inoperative
	hydroboost—		
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	leak-fluid
	hydroboost—		
Commodity	chassis-service brakes-master cylinder/booster-	Symptom	mod-indicator light/warning chime on
	hydroboost—		
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000103312	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	20
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Nov-2010
Version Series Code		Load Date	03-Jan-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	23903
Causal Part Name	MASTER CYLINDER	Dealer Name	HILTON HEAD MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HARDEEVILLE
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8432082400
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jan-2011		

Customer Comment	
Technician Comment	JC 8/12/10 LOSS OF BRAKE FLUID C/S THAT THE ABS/TBS LIGHT ON. LOSS OF BRAKE FLUID, BRAKE LIGHT ON. FOUND BRAKE FLUID IN THE BRAKE BOOSTER. found brake fluid entering the brake booster from the master cylinder. replaced the brake booster and master cylinder for correction.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A380	Engine Serial Number	CA 10234173
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	22-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	20700	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623026687	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000103463	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Dec-2010
Version Series Code		Load Date	03 -Jan-2011
Causal Part Prefix- Base - Suffix	TDY1 -43 -80ZA	Dealer Code	61528
Causal Part Name	VACUUM POWER ASSIST	Dealer Name	DON MILLER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MADISON
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6084423100
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Jan-2011		

Customer Comment	
Technician Comment	BRAKE ISSUE THE RED BRAKE WARNING LIGHT, THE TCS LIGHT, AND THE DYNAMIC STABILITY CONTROL LIGHTS CAME ON AT THE SAME TIME. CODE C1327 FLUID LOW. DIAGNOSED INTERNAL LEAK IN THE MASTER CYL INTO THE POWER BOOSTER REPLACED THE MASTER CYL AND THE BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28A480	Engine Serial Number	CA 10245868
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	24-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Required Vehicle	
Build Region		Warranty Start Date	01-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	33645	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623026743	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-codes found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details			
Source Claim Key	000103527	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Dec-2010
Version Series Code		Load Date	03-Jan-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	61542
Causal Part Name	MASTER CYLINDER	Dealer Name	BIGGERS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELGIN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8476286000
Labor Operation Code		Attachment	Y
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Apr-2011		

Customer Comment	
Technician Comment	DR 12/28/10 TRACTION & BRAKE LITE.CODE C1327 BRAKE AND TRACTION CONTROL LITES ON, CODE C1327.NO EXTERNAL LEAKS, BRAKE FLUID IS LOW.PADS ARE NOT WORN THE BRAKE MASTER CYLINDER HAS LEAKED BRAKE FLUID IN TO THE BRAKE BOOSTER. THE FLUID IS LOW. UPON TEST DRIVE BEFORE THE REPAIR THE BRAKES FEEL NORMAL. THE BRAKE BOOSTER IS STILL FUNCTIONAL. THE FLUID IS VERY LOW. YOU CAN SEE THE BOOSTER FILLED WITH FLUID IN THE ATTACHED PICTURES. THE BRAKE FLUID HAS LEAKED IN TO THE BRAKE BOOSTER. REPLACED THE BRAKE BOOSTER AND MASTER CYLINDER. TEST DROVE FOUND NORMAL OPERATION.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A280	Engine Serial Number	CA 10235047
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	28-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Jan-2009
Build Country Code		Transmission Serial Number	
Mileage	25389	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	623026882	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfuction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000103604	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Jan-2011
Version Series Code		Load Date	03-Apr-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	61542
Causal Part Name	MASTER CYLINDER	Dealer Name	BIGGERS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELGIN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8476286000
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Apr-2011		

Customer Comment	
Technician Comment	BRAKE LIGHT AND TCS LIGHT ON THE BRAKE LIGHT AND TCS LIGHT ARE ON. THERE IS A C1327 CODE STORED FOR BRAKE FLUID LEVEL LOW. INDEED IT IS LOW. IT HAS LEAKED IN TO THE BRAKE MASTER CYLINDER. AN EASY WAY TO CHECK IS TO TAKE THE BRAKE BOOSTER HOSE OFF OF THE BOOSTER AND FEED A LONG SECTION OF MECHANICS WIRE IN TO THE BOOSTER AND REMOVE IT TO CHECK FOR FLUID. I DID THIS AND THERE WAS FLUID ON IT) FAULTY REAR SEAL ON THE MASTER CYLINDER REPLACED THE MASTER CYLINDER AND THE BRAKE BOOSTER
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A380	Engine Serial Number	CA 10245316
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	30480	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623026982	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-stays on
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details			
Source Claim Key	000103712	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	18
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Jan-2011
Version Series Code		Load Date	03 -Apr-2011
Causal Part Prefix- Base - Suffix	TDY1 -43 -80ZA	Dealer Code	42046
Causal Part Name	VACUUM POWER ASSIST	Dealer Name	BOUNTIFUL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BOUNTIFUL
Non Causal Part Numbers		Dealer State/Province	UT
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3853972277
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Apr-2011		

Customer Comment	
Technician Comment	TCS AND BRAKE LIGHTS ON TCS AND BRAKE LIGHTS STAY ON. BRAKE MASTER CYLINDER LEAKING INTO BOOSTER REPLACE MASTER CYLINDER AND BRAKE BOOSTER
Comments	
Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB38A990 [REDACTED]	Engine Serial Number	CA 10256466
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	08-Aug-2009
Build Country Code		Transmission Serial Number	
Mileage	23579	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	623027382	Source Code	MAZDA PQI
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	mod-location-interior
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000104095	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code	P20	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Mar-2011
Version Series Code		Load Date	03-Jul-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA	Dealer Code	51434
Causal Part Name	MASTER CYLINDER	Dealer Name	HERITAGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OWINGS MILLS
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jul-2011		

Customer Comment	
Technician Comment	LOSS OF BRAKE FLUID BRAKE FLUID LOW AND BRAKE WARNING LIGHT IN DASH IS ON MASTER CYLINDER REAR SEAL ALLOWING BRAKE FLUID TO LEAK PAST AND INTO BRAKE BOOSTER REPLACED BRAKE MASTER CYLINDER AND BLED BRAKE SYSTEM
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	JM3TB28V580	Engine Serial Number	CA 10245012
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	06-May-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Feb-2009
Build Country Code		Transmission Serial Number	
Mileage	15812	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	10/08/2008	
Sequence Number	00565	
ECI Record Id	625005295	
Source Code	MAZDA Veh Inspect	Source Claim # V00005571

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	leak-fluid
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	no keyword found
Symptom Code 5	function-malfunction/inoperative		
Original Symptom 1		Original Symptom 2	
Causal Component Base	Unknown Unknown		

Report Details			
Customer/Contact Name	First ANDREW	Dealer Name	AUTO WEST MAZDA
Customer/Contact Name	Last CHEN	Dealer Code	41194
Customer/Contact City		Dealer City	ROSEVILLE
Customer/Contact State		Dealer State	CA
Comment Type	11	Attachments	Y
Customer Comments	Customer states the brake fluid was low enough to cause the warning light to come on. Customer states the brake fluid was low enough to cause the warning light to come on.		
Technician Comments	Customer topped off the fluid but the level lowered again and the dealer cannot find any fluid leak. Customer topped off the fluid but the level lowered again and the dealer cannot find any fluid leak. I inspected the vehicle for a brake fluid leak and visually could not see any external leaks. I removed the brake master cylinder to check for leakage into the booster and found the booster full of fluid. The dealer will replace the master cylinder and booster. I inspected the vehicle for a brake fluid leak and visually could not see any external leaks. I removed the brake master cylinder to check for leakage into the booster and found the booster full of fluid. The dealer will replace the master cylinder and booster. Yes Yes		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38VX80 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	9042
Production Date	23-Jan-2008	Warranty Start Date	25-Apr-2008

Open Date	09/24/2009	
Sequence Number	00570	
ECI Record Id	625006729	
Source Code	MAZDA Veh Inspect	Source Claim # V00007021

Symptom Information			
Symptom Code 1	no keyword found	Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Symptom Code 5	misaligned/out of position/adjustment/poor fit		
Original Symptom 1			
Original Symptom 2			
Causal Component Base	Unknown Unknown		

Report Details				
Customer/Contact Name	First		Dealer Name	TUMMINIA MAZDA
Customer/Contact Name	Last	THE HERTZ CORPORATIO	Dealer Code	34635
Customer/Contact City			Dealer City	OLATHE
Customer/Contact State			Dealer State	KS
Comment Type		11	Attachments	N
Customer Comments	brake light on, master cylinder low on fluid. fluid leak into the brake booster			
Technician Comments	none Inspect leak, check master cylinder date code, code was prior to part improvement, advised tech replace master and booster, veriy repair. none			
C Q I S Recommendation Comments				

Vehicle Information			
VIN	JM3TB38A180	Engine	3.7L DOHC V6 GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	20659
Production Date	08-May-2008	Warranty Start Date	27-Jun-2008